# Avaya 1165E IP Deskphone with SIP Software User Guide
## SIP Software Release 4.4

Release 4.4
NN43170-100
Issue 05.01 Standard
November 2013

© 2013 Avaya Inc.

All Rights Reserved.

### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

### Documentation disclaimer

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

### Warranty

Avaya provides a limited warranty on its hardware and Software (“Product(s)”). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website: http://support.avaya.com. Please note that if you acquired the Product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

### Heritage Nortel Software

“Heritage Nortel Software” means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at http://support.avaya.com/LicenseInfo under the link “Heritage Nortel Products”. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

### Third Party Components

“Third Party Components” mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya’s website at: http://support.avaya.com/Copyright. You agree to the Third Party Terms for any such Third Party Components.

### Note to Service Provider

The Product may use Third Party Components that have Third Party Terms that do not allow hosting and may need to be independently licensed for such purpose.

### Preventing Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

### Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: http://support.avaya.com. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

## Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

## Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: http://support.avaya.com.

## Contact Avaya Support

See the Avaya Support website: http://support.avaya.com for product notices and articles, or to report a problem with your Avaya product. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: http://support.avaya.com, scroll to the bottom of the page, and select Contact Avaya Support.

# Contents

**Chapter 1: Revision history** 11
**Chapter 2: Regulatory and safety information** 13
**Chapter 3: Introduction to the Avaya 1165E IP Deskphone** 17
- Basic features 17
- Avaya 1165E IP Deskphone controls 18
  - Key press behavior 22
- Avaya 1165E IP Deskphone display 23
- USB support 23
- Context-sensitive soft keys 24
  - Idle display screen after dial pad input 29
  - In-call context-sensitive soft keys 30
- Navigation keys 33
- Using a USB Mouse 34
- Available IP Deskphone call features 35
- Security features 35

**Chapter 4: Installing the 1165E IP Deskphone** 37
- Before you begin 37
- Connecting the components 37
  - Removing the stand cover 39
  - Connecting the AC power adapter (optional) 40
  - Connecting the handset 40
  - Connecting the headset (optional) 40
  - Selecting the headset tuning parameter 41
  - Connecting the LAN ethernet cable 41
  - Installing additional cables 42
  - Wall-mounting the IP Deskphone (optional) 42
- Entering text 44
  - Using the dialpad 45
  - Entering text using the USB keyboard 48

**Chapter 5: Accessing the Avaya 1165E IP Deskphone** 51
- Logging on 51
  - Automatic login 52
  - Setting the domain 52
  - Password protection for domains 53
  - Selecting a language 54
  - Logging on to your Avaya 1165E IP Deskphone 55
  - Configuring the duration of the login 56
  - Logging on multiple user accounts 57
- Timed logoff 58
  - Timed logoff while IP Deskphone is idle 58
  - Timed logoff while on a call 58
  - Selecting a location 58
- User Profile 59
  - Overwriting your personal Address Book 60

Confirmation logon screen.... 60
Logging off from the IP Deskphone.... 61
  Logging off multiple user accounts.... 61
Making an emergency call.... 62
  Location information.... 63

**Chapter 6: Configuring the Avaya 1165E IP Deskphone.... 65**

Adjusting the display screen contrast.... 65
  Configuring the backlight.... 66
Creating the idle screen text display.... 67
Configuring Menu Auto back-out.... 67
Selecting a ring pattern.... 69
Adjusting the volume.... 70
  Adjusting the ring volume.... 70
  Adjusting the volume of the Handset, Headset, and Handsfree mode.... 71
  Adjusting the paging ring volume.... 73
Selecting a language.... 74
Selecting the date and time format.... 75
USB headset.... 78
  Headset menu.... 78
  Presence of USB headset.... 80
  Audio format selection.... 81
  Generic USB headset.... 82
  Avaya USB headset adapter with HID.... 82
  Third–party USB headsets with HID.... 85
  Analog Terminator Adapter for analog (500/2500-type) telephone or fax machine.... 88

**Chapter 7: Making a call.... 91**

Making a call using off-hook dialing.... 91
Making a call using on-hook dialing.... 92
  Using handsfree calling.... 93
Using Call Subjects.... 94
Managing Call Subjects.... 97
  Adding a Call Subject.... 97
  Deleting a Call Subject.... 98
  Editing a Call Subject.... 99

**Chapter 8: Receiving a call.... 101**

Caller identification.... 101
Answering an incoming call.... 102
Redirecting an incoming call.... 102
Declining an incoming call.... 104
Creating a new Call Decline reason during an incoming call.... 105
Managing Call Decline Reasons.... 106
  Create a new Call Decline Reason.... 106
  Delete a Call Decline Reason.... 107
  Edit a Call Decline Reason.... 108
Ignoring an incoming call.... 108
Receiving intercom calls.... 110
Receiving paging calls.... 110

**Chapter 9: The Address Book** ... **111**
Viewing the Address Book ... 111
Initiating a call from the Address Book ... 112
Adding a contact to your Address Book ... 113
Editing a contact in your Address Book ... 115
Copying information to the Address Book ... 117
Searching for a contact in the Address Book ... 119
    Using the Search feature in the Address Book ... 120
Using the Search feature ... 121
    Using Local Search ... 121
    Using Global Search ... 123
**Chapter 10: Call Inbox** ... **125**
Accessing the Call Inbox ... 125
Managing calls in the Call Inbox while not on a call ... 126
Viewing the details of a call in the Call Inbox ... 128
Managing missed calls ... 128
    Missed Calls Notification ... 129
Initiating a call from the Call Inbox ... 131
Deleting calls in your Call Inbox ... 132
Accessing the calls in your Call Inbox during a call ... 133
**Chapter 11: Call Outbox** ... **135**
Accessing the Call Outbox ... 135
Managing calls in the Call Outbox while not on a call ... 136
    Initiating a call from the Call Outbox ... 136
    Deleting calls from your Call Outbox ... 137
    Viewing the details of a call in the Call Outbox ... 138
Accessing the calls in your Call Outbox during a call ... 139
**Chapter 12: Instant Messaging** ... **141**
Configuring Instant Messaging ... 141
    Configuring IM automatic pop-up ... 141
    Configuring Instant Messaging pop-ups ... 142
    Configuring IM audible alert ... 143
Composing an Instant Message ... 144
Instant Message Inbox/Outbox ... 145
    Accessing Instant Messages ... 146
Viewing the content of an Instant Message ... 147
    Replying to an Instant Message ... 147
    Initiating a call from an Instant Message ... 148
    Deleting an Instant Message ... 149
**Chapter 13: While on an active call** ... **151**
Making a new call ... 151
    Initiating a call using the active call context-sensitive soft key menu ... 152
Call Waiting ... 152
Placing a call on Hold ... 153
    Multiple calls On Hold ... 154
Using 3-way calling ... 159
Configuring a conference call ... 160

- Ad hoc conferencing when connecting to the Call Server 161
    - Edit Domain page 162
- Transferring a call 164
- Using the Park Call feature 166
    - Using Park Call 167
    - Retrieving a Parked Call 168

**Chapter 14: Additional features 171**

- Using the Friends feature 171
    - Accessing your Friends list 172
    - Editing information of a friend 174
- Feature keys 178
    - Feature key programming 179
    - Remove a programmed feature key 190
    - Feature key autoprogramming 192
- Using Call Forward 197
- Configuring Do Not Disturb 200
- Configuring a Presence state 202
    - Adding a new Presence state message 204
- Configuring Privacy settings 205
    - Incoming call privacy 205
    - Outgoing call privacy 206
- Multiple Appearance Directory Number 207
- Audio Codecs 208
    - Audio Codec Selection 209
    - Audio Codec Ordering 209
- PC Client softphone interworking with the IP Deskphone 209
    - Answer-Mode Settings 210
- Automatic remote software updates 211
- Busy Lamp Field 212

**Chapter 15: Multiuser 213**

- Initial login 213
    - Additional logins 214
    - Automatic login 214
- Logging out 215
    - Primary account logout 215
    - Secondary account logout 216
- Server failover 216
    - Cable unplugged 216
- Upgrade impacts to user profiles 217
- Line keys 217
- Making a call 219
- Receiving a call 220
- Being in a call 220
- Instant Messages 221
- Menu features 221
- Modifying settings 222
    - Per-account call notification options 222

IM Settings 222
Voice Mail Settings 222
Remembering settings after logout 223
Programmable keys 223
Inbox, Outbox, IM log 224
Address books 224
User status 225
Call Forwarding 225
Presence 226
Notifications 227
Account selection 228
**Chapter 16: Advanced features 229**
Viewing the IP Deskphone information 229
Accessing the Services menu 230
Checking for Updates 230
Resetting the IP Deskphone 231
Erasing the user data 232
Network menu 237
USB flash drive 238
Customizable banner for login 240
Phone Information - Details screen 240
Screensaver/screen lock 242
Background image 248
Selecting an image screen 249
Service Package Group Support 251
Bulk-create feature keys based on an existing directory Address Book group 251
View existing groups in your Address Book if you selected Groups 253
View the existing groups you have in your Address Book 254
Add a new contact to your Address Book 255
Add a new group 258
Speed Dial List 258
Speed Dial List screen 260
Auto-Retrieve flag 260
USB flash memory device support 261
File Manager 268
USB scenarios 268
**Chapter 17: Visual indicators 271**
Display screen icons 271
Visual Alerter/Message Waiting Indicators 273
**Chapter 18: Third party terms 275**
Third Party Terms for Avaya 11xx 12xx sw Release 3.0 through 4.0 (Aug - Nov 2010) 275
GNU 276
Zlib 280
Libpng 281
Kern_random 283
Wchar functions 284
Libjpeg 285

T-Rex 286
Glossary 287
Index 291

# Chapter 1: Revision history

| | |
|---|---|
| **November 2013** | Standard 05.01. This document is up-issued to support SIP Software Release 4.4. |
| **May 2013** | Standard 04.04. This document is up-issued to reflect changes in the Visual Alerter/Message Waiting Indicators information. |
| **March 2012** | Standard 04.03. This document is up-issued to reflect changes in the User Profile information. |
| **February 2012** | Standard 04.02. This document is up-issued to include information about Busy Lamp Field. |
| **November 2011** | Standard 04.01. This document is up-issued to support SIP Software Release 4.3. |
| **May 2011** | Standard 03.02. This document is up-issued to reflect changes in global power supply information. |
| **November 2010** | Standard 03.01. This document is up-issued to support Avaya rebranding changes. |
| **October 2010** | Standard 02.01. This document is up-issued to support SIP Software Release 4.0. |
| **August 2010** | Standard 01.01. This document is a new document and is issued to support SIP Software Release 3.2. |

# Chapter 2: Regulatory and safety information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Note:**

The user should not make changes or modifications not expressly approved by Avaya. Any such changes could void the user authority to operate the equipment

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

**Warning:**

- This is a Class B product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

### Table 1: EMC Compliance

| Jurisdiction | Standard | Description |
|---|---|---|
| United States | FCC CFR 47 Part 15 | Class B Emissions: FCC Rules for Radio Frequency Devices (see Notes 1 and 2) |
| Canada | ICES-003 | Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus |
| Australia/New Zealand | AS/NZ CISPR 22 CISPR 22 | Class B Emissions: Information technology equipment - Radio disturbance |
| European Community | EN 55022 | Class B Emissions: Information technology equipment - Radio disturbance |
| | EN 55024 | Information technology equipment - Immunity characteristics Limits and methods of measurement |
| | EN 61000-3-2 | Limits for harmonic current emissions (equipment input current <= 16 A per phase) |
| | EN 61000-3-3 | Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A |
| Japan | VCCI | Regulations for voluntary control measures. |

### Table 2: Safety Compliance

| Jurisdiction | Standard | Description |
|---|---|---|
| United States | UL 60950-1 | Safety of Information Technology Equipment |
| Canada | CSA 60950-1-30 | Safety of Information Technology Equipment |
| Australia/New Zealand | AS/NZS 60950.1:2003 | Safety of Information Technology Equipment |
| European Community | EN 60950-1 | ITE equipment - Safety - Part 1: General requirements |

## Other

**US/Canada**: Hearing Aid Compatibility (HAC) as per FCC Part 68 Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment This equipment complies with the CE Marking requirements.

**EU Countries**: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from HTTP://SUPPORT.AVAYA.COM/CSS/APPMANAGER/PUBLIC/SUPPORT.

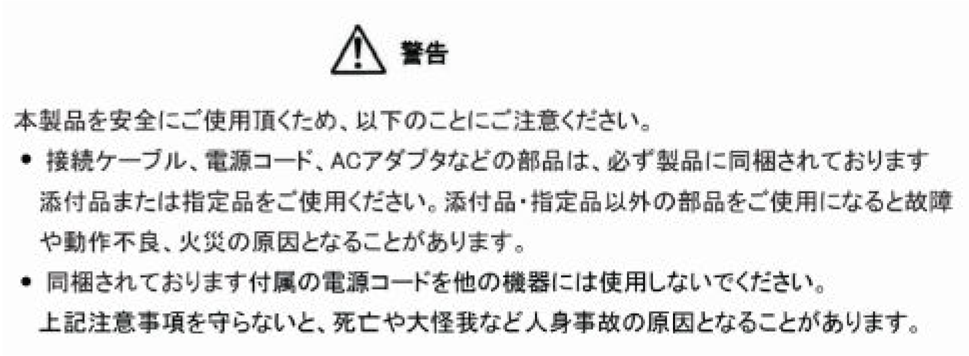
**Australia: AS/ACIF S004**: Voice Frequency Performance Requirements for Customer Equipment.

## DenAn regulatory notice for Japan

**Warning:**

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, AC adaptors shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause “failures, malfunctioning, or fire”.
- Power cords shipped with this equipment must not be used with any other equipment. If the above guidelines are not followed, it may lead to death or severe injury.



**警告**

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

# Chapter 3: Introduction to the Avaya 1165E IP Deskphone

The Avaya 1165E IP Deskphone builds on the award-winning Avaya 1100 Series IP Deskphones industrial design and offers a high resolution color display and new graphical user interface elements that enhance the user experience. The Avaya 1165E IP Deskphone provides easy access to multiple lines and call processing features.

Experience the display capabilities by personalizing the background image of the Avaya 1165E IP Deskphone display, and loading digital pictures into the IP Deskphone to view a Digital Picture Slideshow when the IP Deskphone is idle. The audio experience is enhanced through engineered audio tuning, and supports wideband (see Note) with a newly-stylized handset that has been softly contoured for additional comfort when using the handset.

**Note:**

Wideband has dependencies on Avaya Communication Platform support and is minimum-release dependent.

## Basic features

Your Avaya 1165E IP Deskphone supports the following features:

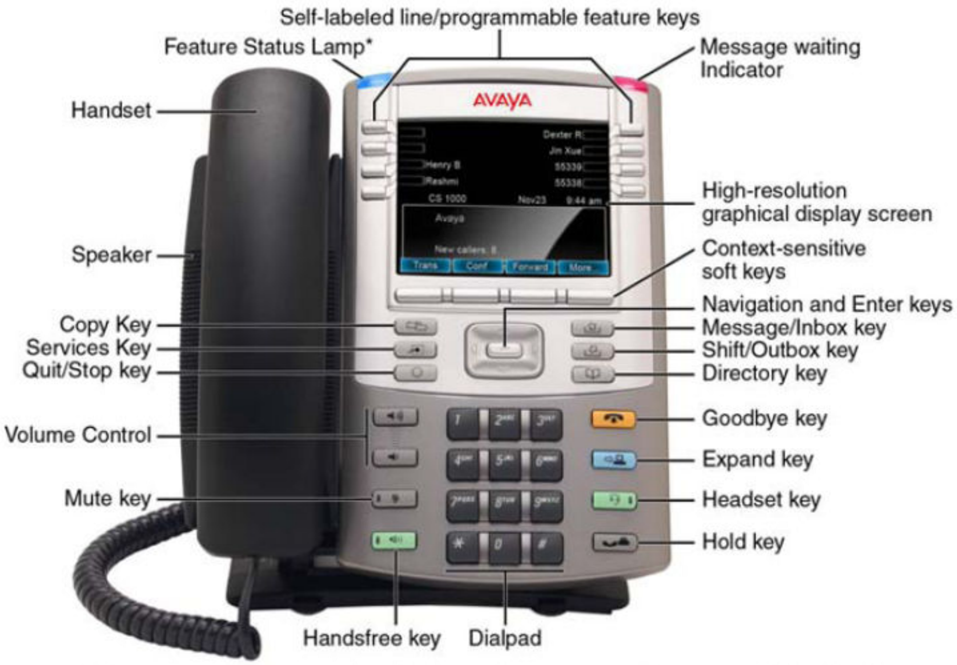
- up to sixteen line/feature keys with indicators using the Shift feature
- four soft keys to provide easy access to features and call control
- high resolution color display
- high-quality handsfree speakerphone
- wideband audio support for handset, headset, speaker, and handsfree microphone
- volume control keys for adjusting ringer, handsfree, handset, and headset volume
- seven specialized feature keys:
    - Quit
    - Directory
    - Message/Inbox
    - Shift/Outbox
    - Services

  - Copy
  - Expand
- five call-handling keys:
  - Mute
  - Handsfree
  - Goodbye
  - Headset
  - Hold
- two Gigabit Ethernet ports—for LAN and PC connections
- integrated headset support for wired and wireless options including USB and Bluetooth Wireless Technology
- IEEE 802.3af PoE or local AC power options
- hearing aid compatibility
- USB port for connecting a USB keyboard, USB mouse, USB headset, USB flash drive and powered hubs
- USB access control (USB lock) that controls how the USB port on the Avaya 1165E IP Deskphone can be used

For more information about using the Expansion Module, see the Avaya 1100 Series Expansion Module User Guide (NN43130-101).

## Avaya 1165E IP Deskphone controls

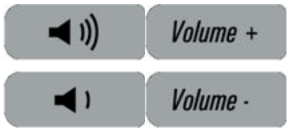
The following image shows the Avaya 1165E IP Deskphone.


Self-labeled line/programmable feature keys
Feature Status Lamp*
Message waiting Indicator
Handset
High-resolution graphical display screen
Speaker
Context-sensitive soft keys
Copy Key
Services Key
Quit/Stop key
Navigation and Enter keys
Message/Inbox key
Shift/Outbox key
Directory key
Volume Control
Goodbye key
Expand key
Mute key
Headset key
Hold key
Handsfree key
Dialpad

* If supported by your server, the Feature Status Lamp provides a user-defined alert. Contact your system administrator to find out if this feature is available for you.

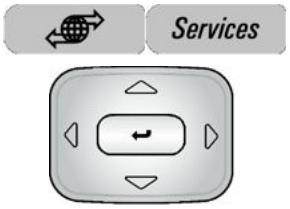
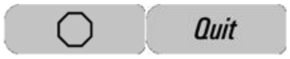
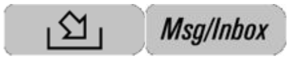
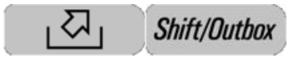
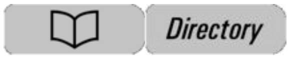
Figure 1: Avaya 1165E IP Deskphone

This section describes the controls on your Avaya 1165E IP Deskphone. Your Avaya 1165E IP Deskphone can have fixed keys with icons or with labels. This document presents both versions of the fixed key.

| Key | Function |
|---|---|
| | The keys on either side of the LCD display area are **Self-labeled Line/Programmable feature keys** with labels on the LCD. The system administrator can reserve some keys for specific functions during tasks and for advanced configuration.<br>You can define these keys for specific functions, such as Call Forward.<br>**Note:** The key on the lower right is reserved as your default line key. |
| | **Context-sensitive soft keys** are located below the display area. The LCD label above each key changes based on the active feature. |
|  Volume +<br>Volume - | Use the **Volume control** buttons to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the top button to increase the volume, and press the bottom button to decrease the volume. |

| Key | Function |
|---|---|
| | Press the **Mute** key to listen to the call without transmitting. Press the Mute key again to return to two-way conversation. The Mute key applies to handsfree, handset, and headset microphones.<br>**Note**: When you enable mute, a red LED on the **Mute** key remains lit. |
| | Press the **Handsfree** key to activate the built-in speaker and microphone of the IP Deskphone.<br>**Note**: The Handsfree LED indicator on the **Handsfree** key lights to indicate when handsfree is active. |
| | Use the **Navigation Key Cluster** to scroll through menus and lists that appear on the LCD display screen or for text entry. The outer part of this key cluster rocks for up, down, left, and right movements. For more information, see Navigation keys. |
| | Use the **Enter** key, at the center of the Navigation Key Cluster, to select menu items or to confirm changes.<br>**Note**: The **Enter** key has the same function as the context-sensitive soft keys **Select** and **Set**. |
| | Press the **Goodbye/Release** key to terminate an active call. When multiple calls are active, press the **Goodbye/Release** key to end the highlighted call. Use the **Goodbye/Release** to close menu navigation or cancel user tasks. |
| | Press the **Expand** key to access the Instant Messaging Log.<br>**Note:** This feature requires an External Application Server. |
| | Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.<br>**Note**: The **Headset** LED indicator on the Headset key lights to indicate that the headset is in use.<br>If the Bluetooth wireless technology is not enabled on your IP Deskphone, this menu is not available. |
| | Press the **Hold** key to put an active call on hold. Press the **Hold** fixed key to return to a call on hold. You can have several calls in a hold state. |

| Key | Function |
|---|---|
| | Use the **Dialpad** to enter numbers and text. To navigate to an item in a menu, press the corresponding number on the dialpad to activate the item or continue navigate the list of items. |
| | When you receive a voice message, the red **Visual Alerter/Message Waiting Indicator** lights. Also, when the ringer sounds, this indicator flashes. |
| | When your Avaya 1165E IP Deskphone firmware is being updated, the blue **Feature Status Lamp** indicator flashes.<br>To find out if additional features are supported for this lamp, contact your administrator. |
| | Press the **Copy** key to copy contact information from one source such as the Address Book to a destination such as a feature key. |
| | Press the **Services** key, and then use the navigation keys to access the following items:<br>1. Search—search in the local directory (personal Address Book) and the global directory (network Address Book for names and telephone numbers)<br>2. Login—log in to your IP Deskphone only when the call server supports multiple user logins.<br>3. Logout—log out of your IP Deskphone.<br>4. Check For Updates—check for the latest software and configuration update for the IP Deskphone.<br>5. Retrieve Parked Call (This feature is not available on all call servers.)<br>6. Reset Phone—reset your IP Deskphone.<br>7. File Manager—manage the IP Deskphone file system and USB Devices attached to the IP Deskphone.<br>8. Logging System—enable or disable the logging process.<br>9. Phone Information—view information about the hardware and software on your IP Deskphone, including user and location information. |

| Key | Function |
|---|---|
|  | |
|  | Press the **Quit** key to cancel the current operation or to exit the menu.<br>**Note**: Pressing the **Quit** key does not affect the status of active calls. |
|  | Press the **Inbox** key to access your call inbox. The call inbox lists all incoming calls on an active IP Deskphone.<br>**Note**: This key does not function to send Instant Messages. |
|  | Press the **Shift/Outbox** key to access your call outbox. |
|  | Press the **Directory** key to access the Address Book and the Friends list.<br>**Note**: You can access the Address Book while on a call and start a new call with a highlighted contact. |

## Key press behavior

The behavior of the IP Deskphone when you press a fixed key is as follows.

### Goodbye/Release, Mute, Hold, Headset, Handsfree and Hookswitch

If there is an active established call, the key action applies to this active call.

If there is no active call, the key action is applied to the call that is highlighted in the list of calls.

**Note:**

Some actions may be ignored in certain conditions; for example:

- pressing the Goodbye/Release key for a call on local hold
- pressing the Hold key for an incoming call

### Line key

If there is an incoming call, and you press the Line key, the incoming call is answered.

If there is an active call, and you press the Line key, the Line key press is ignored.

If there are no incoming or active calls, the Line key press is applied to the call that is highlighted in the list of calls.

If there is an active established call and at the same time another call comes in, pressing the Line key puts the active call on hold and answers the incoming call.

If there are several incoming calls at the same time, the newest call is answered. In order to answer a different call, you must select it and press the corresponding soft key.

Soft keys are always used to perform actions on the highlighted call.

# Avaya 1165E IP Deskphone display

Your Avaya 1165E IP Deskphone has three display areas:

- The upper display area provides line and feature key status.
- The middle display area contains single-line information for items such as caller number, caller name, menu items, feature prompt strings, user-entered digits, date and time information, and telephone information.
- The lower display area provides context-sensitive soft key label information.

Self-labeled line/programmable feature key labels appear beside the line keys, and context-sensitive soft key labels appear directly above the soft keys. Self-labeled means that the label next to the line/feature key is presented from the call server automatically if a feature is programmed, and can also be edited and changed by the user. Context-sensitive means that the labels that appear above the soft keys present the features that are available to the user at that time. The soft key labels change depending on the active feature or the state of the call.

Self-labeled line/programmable feature keys are referred to as line/feature keys and context-sensitive soft keys are referred to as soft keys throughout this document.

# USB support

The 1165E IP Deskphone has a USB port for connecting a USB keyboard, USB mouse, USB headset, and USB flash drive. The 1165E IP Deskphone supports powered downstream 1.1-compliant USB hubs, including USB 2.0 hubs, if they offer USB 1.1-backwards compliancy.

There are two levels of power for the USB port.

- When you power the 1165E IP Deskphone through Ethernet POE, the 1165E IP Deskphone provides up to 100 mA at 5 volts for the USB port.
- When you power the 1165E IP Deskphone through local AC power, the 1165E IP Deskphone provides up to 500 mA at 5 volts on the USB port.

**Note:**

Current limiting can obstruct the working of complex devices such as USB keyboards with built-in hubs. If a hub is involved, use external power.

You can plug a USB flash drive into the USB Port of the 1165E IP Deskphone or on a powered hub connected to the IP Deskphone, and transfer files to and from the IP Deskphone.

---

# Context-sensitive soft keys

Your IP Deskphone has four context-sensitive soft keys beneath the LCD screen. The context-sensitive soft keys access different features and menus depending on the state of the IP Deskphone and the menu you access.

**Note:**

Not all the following soft keys may be displayed (for example, Retrve, ScrnSvr), depending on what is configured and available on your system and IP Deskphone.

The following figure shows the soft keys while the 1165E IP Deskphone is in the idle state.

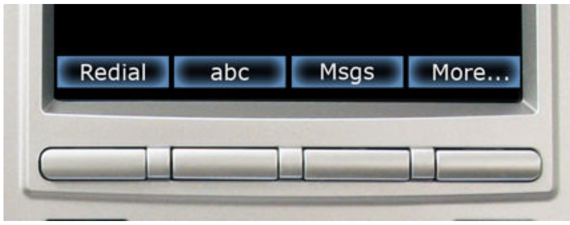


**Figure 2: Context-sensitive soft keys when the IP Deskphone is in the idle state**

**Table 3: Menu items accessed through context-sensitive soft keys**

| Item | Function |
|---|---|
| **Redial or NewCall** | Press the **Redial** context-sensitive soft key to redial the last dialed number.<br>If there is no stored redial number, the **NewCall** context-sensitive soft key appears and has the same effect as pressing the primary user line key (dial prompt). |
| **abc or 123** | Press the **abc** context-sensitive soft key to toggle between alpha and numeric input modes.<br>• To type letters, the **abc** context-sensitive soft key must be displayed.<br>• To type numbers, press the **abc** context-sensitive soft key to display the **123** |

| Item | Function |
|---|---|
| | context-sensitive soft key on the menu list. |
| **Msgs** | Press the **Msgs** context-sensitive soft key to access the following features:<br>1. Voice Mail—use to call your Voice Mail number.<br>2. Instant Messaging—use to access the Instant Messaging Inbox/Outbox.<br>3. Missed Call Notification—use to access your Missed Call details. |
| **More…** | Press the **More…** context-sensitive soft key to select a new menu list of context-sensitive soft keys (three menu lists are available). When you press the **More…** context-sensitive soft key, a different selection of context-sensitive soft keys appears.<br>• If you press the **More…** context-sensitive soft key once from the first menu list, you access the following context-sensitive soft keys: [CallFwd] [DND] [Retrve] [More…]<br>• If you press the **More…** context-sensitive soft key from the first menu list twice, you access the following context-sensitive soft keys: [ScrnSvr] [Presnce] [Prefs] [More…]<br>• If you press the **More…** context-sensitive soft key from the first menu list three times, you return to the first menu list with the following context-sensitive soft keys. [Redial] [abc] [Msgs] [More…] |
| *When you press the **More…** context-sensitive soft key for the first time, the following context-sensitive soft keys appear on the menu list.* | |
| **CallFwd** | Press the **CallFwd** context-sensitive soft key to forward all calls to a specified address. |
| **DND** | Press the **DND** context-sensitive soft key to block all calls. |
| **Retrve** | Press the **Retrve** context-sensitive soft key to retrieve parked calls (local and server calls only). |

| Item | Function |
|---|---|
| **More...** | Press the **More…** context-sensitive soft key to select a new menu list of context-sensitive soft keys.<br>The next available menu list contains the following context-sensitive soft keys: [ScrnSvr] [Presnce] [Prefs] [More…] |
| *When you press the **More…** context-sensitive soft key for the second time, the following context-sensitive soft keys appear on the menu list.* | |
| **ScrnSvr** | Press the **ScrnSvr** context-sensitive soft key to activate the screensaver (only if the screensaver feature is enabled). |
| **Presnce** | Press the **Presnce** context-sensitive soft key to configure the presence status for your IP Deskphone. |
| **Prefs** | Press the **Prefs** context-sensitive soft key to display the Preferences menu.<br>The menu items include the following:<br>1. Display—use to adjust the display settings of the LCD screen.<br>2. Audio—use to adjust tones and volume settings, access the Codecs menu to configure a USB headset.<br>Press the **Audio** context-sensitive soft key to access the following features:<br>**Tones**<br>• Ring Pattern<br>- Select test patterns from 1 to 8<br>• Alerting Volume<br>- Set Desired volume<br>• Paging Volume<br>**Voice**<br>Configure the volume for the following:<br>• Handset Volume<br>• Headset Volume<br>• Handsfree Volume<br>**Codecs**<br>Select the Audio Codecs:<br>• G722 (wideband codec)<br>• PCMU (standard u-law) |

| Item | Function |
|---|---|
| | • G729 (729 codec)<br>• PCMA (standard a-law)<br>**Headset Selection**<br>Select the active headset device:<br>• Wired, USB (if wired, then select type 1, 2 or 3)<br>• Enable HID Commands (enable or disable)<br>• MHA Headset Type<br>• MHA Back Light (enable or disable) **Note**: You can change the audio settings to improve audio quality based on the available band width. If the Internet bandwidth is low, you can improve the audio quality by changing the audio setting to low.<br>**Monitor Audio Quality**<br>Monitor Audio Quality—used to view details about the audio quality of an active call.<br>**Bluetooth Setup**<br>• Enable Bluetooth (enable or disable)<br>• To unpair Device select UnPair.<br>If Bluetooth is enabled, select:<br>• Search devices (phone searches the bluetooth devices and lists the discovered devices in the Found field.<br>• To set an Active device select Set.<br>• To pair with a found device select Pair.<br>• To unpair Device select UnPair. **Note:** You can change the audio settings to improve audio quality based on the available band width. If the Internet bandwidth is low, you can improve the audio quality by changing the audio setting to low.<br>3. Feature Options—use to configure the following:<br>• Feature keys |

| Item | Function |
|---|---|
|  | • Call Ignore Action<br>• Call Subjects<br>• Call Fwd Notification<br>• Missed Call Notification<br>• Answer Mode Settings — appears when the Auto Answer Mode is enabled on the IP Deskphone.<br>4. Language—use to change the interface language.<br>5. Misc Options—use to access the following options:<br>• Alpha Dialing<br>• Search Method<br>• Incoming Privacy<br>• Outgoing Privacy<br>• # Ends Dialing<br>• Hold Mode: Private<br>• Time<br>6. Network—use to access the following:<br>• Server Settings<br>• Device Settings<br>• Diagnostics<br>• Disable screensaver<br>• Licensing<br>• Lock<br>7. USB Locks—use to lock or unlock the following USB devices:<br>• USB Mouse<br>• USB Keyboard<br>• USB Headset<br>• USB flash drive<br>8. User Settings - use to modify the following:<br>• Call Settings<br>• IM Settings |

| Item | Function |
|---|---|
| | • Voice Mail Settings<br>• Change Location |
| **More…** | Press the **More...** context-sensitive soft key to return to the first menu list of context-sensitive soft keys.<br>The next available menu list contains the following context-sensitive soft keys: [Redial] [abc] [Msgs] [More...] |

## Idle display screen after dial pad input

After you enter information using the dial pad (there is no dial tone or preceding line selection), the context-sensitive soft keys displayed on the idle screen appear as shown in the following figure.

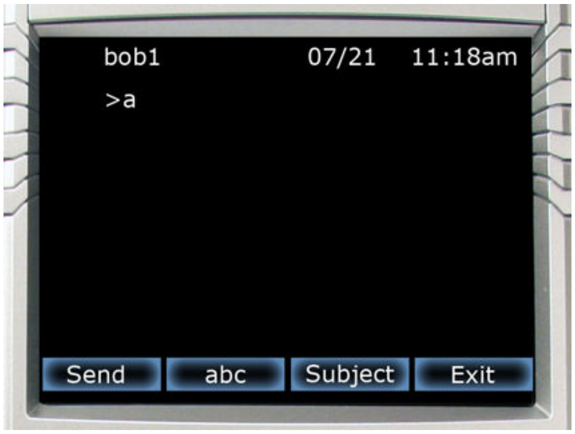


**Figure 3: Idle display screen after dial pad input**

| Item | Function |
|---|---|
| **Send** | Press the **Send** context-sensitive soft key to dial out the user input using the primary login of the IP Deskphone.<br>User input is run against the dialing plan. |
| **abc or 123** | Press the **abc** or **123** context-sensitive soft key to toggle between alpha and numeric input mode. |
| **Subject** | Press the **Subject** context-sensitive soft key to configure a subject line to your outgoing call before pressing the **Send** context-sensitive soft key. |

| Item | Function |
|---|---|
| **Exit** | Press the **Exit** context-sensitive soft key to clear the user input and return to the initial idle screen that displays the following context-sensitive soft keys:<br>[Redial] [abc] [Msgs] [More...].<br>See Context-sensitive soft keys. |

## In-call context-sensitive soft keys

When a call is active, use the context-sensitive soft keys to access the menu items shown in the following figure.

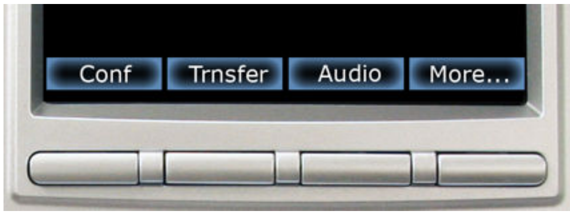


**Figure 4: In-call context-sensitive soft keys**

**Table 4: Menu items accessed during an in-call session through context-sensitive soft keys**

| Item | Function |
|---|---|
| **Conf** | Press the **Conf** context-sensitive soft key to obtain a dial tone to place another call during an active call or to make a conference call.<br>The **Conf** context-sensitive soft key behaves like the **NewCall** context-sensitive soft key. |
| **Trnsfer** | Press the **Trnsfer** context-sensitive soft key to transfer the current call to another location or to another contact. |
| **Audio** | Press the **Audio** context-sensitive soft key to access the following features:<br>1. Change Audio Codec<br>• G722 (wideband codec)<br>• PCMU (standard u-law)<br>• G729 (729 codec)<br>• PCMA (standard a-law)<br>2. Monitor Audio Quality—used to view details about the audio quality of an active call |

| Item | Function |
|---|---|
| **Activate** | The **Activate** context-sensitive soft key appears when the call is not active. The most common usage of this key is when the call displayed onscreen is a call that was parked against the user (or a call that the user placed on hold).<br>**Note**: The **Activate** context-sensitive soft key never appears at the same time as the **Audio** context-sensitive soft key. |
| **More…** | Press the **More…** context-sensitive soft key to select a new menu list of context-sensitive soft keys (two menu lists are available).<br>• If you press the **More…** context-sensitive soft key once from the first menu list, you access the following context-sensitive soft keys: [NewCall] [Prefs] [blank] [More.…]<br>• If you press the **More…** context-sensitive soft key from the first menu list three times, you return to the first menu list with the following context-sensitive soft keys. [Conf] [Trnsfer] [Audio] [More…] |
| *When you press the **More…** context-sensitive soft key for the first time, the following context-sensitive soft keys appear on the menu list.* | |
| **NewCall** | Press the **NewCall** context-sensitive soft key to obtain a dial tone to place another call during an active call or to a make a conference call.<br>The **NewCall** context-sensitive soft key behaves like the **Conf** context-sensitive soft key. |
| **Prefs** | Press the **Prefs** context-sensitive soft key to display the Preferences menu.<br>The menu items include the following:<br>1. Display—use to adjust the display settings of the LCD screen.<br>2. Audio—use to adjust tones and volume settings and to configure a USB headset.<br>3. Feature Options—use to configure the following:<br>• Feature keys<br>• Call Ignore Action<br>• Call Subject<br>• Call Fwd Notification<br>• Missed Call Notification |

| Item | Function |
|---|---|
| | 4. Language—use to change the interface language.<br>5. Misc Options—use to access the following options:<br>• Alpha Dialing<br>• Search Method<br>• Incoming Privacy<br>• Outgoing Privacy<br>• # Ends Dialing<br>• Hold Mode: Private<br>• Time<br>6. Network—use to access the following:<br>• Server Settings<br>• Device Settings<br>• Diagnostics<br>• Disable screensaver<br>• Licensing<br>• Lock<br>7. USB Locks—use to lock or unlock the following USB devices:<br>• USB Mouse<br>• USB Keyboard<br>• USB Headset<br>• USB flash drive<br>8. User Settings—use to modify the following:<br>• Call Settings<br>• IM Settings<br>• Voice Mail Settings<br>• Change Location |
| (blank) | No soft key label. |
| **More…** | Press the **More…** context-sensitive soft key to return to the first menu list of context-sensitive soft keys. |

| Item | Function |
|---|---|
| **Unlock**<br> | **Note:**<br>The **Unlock** context-sensitive soft key appears if you answer a call when the IP Deskphone is locked with a password protected screensaver. |

# Navigation keys

This section provides information about keys you can use to navigate within the menus of your Avaya 1165E IP Deskphone.

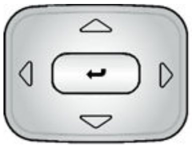
**Note:**

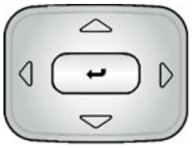
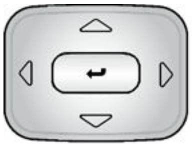
Menu items are sorted by number.

You can select menu items in one of the following ways:

- Press the corresponding number on the dialpad and then press the **Select** soft key.
- Use the navigation key to scroll through the menu to highlight the item you want to select and then press the **Select** soft key.

**Table 5: Navigation keys and functions**

| Key | Function |
|---|---|
| Navigation Key Cluster<br> | Press the Left or Right arrows on the **Navigation Key Cluster** to:<br>• Scroll long lines of text when you view caller ID.<br>**Note:**<br>The IP Deskphone automatically scrolls long lines of text from right to left for entries such as in your address book or your Call Inbox. When your Search Method is set to Index Search, you can increase the speed of the scrolling by repeatedly pressing the right navigation key or decrease the scrolling speed by repeatedly pressing the left navigation key. For more information, see Searching |

| Key | Function |
|---|---|
| | for a contact in the Address Book on page 119.<br>• Change the slide adjustment from left to right when you adjust such things as contrast or volume. |
| Navigation Key Cluster  | Press the right side of the **Navigation Key Cluster** to:<br>• Create a space when you enter and edit text.<br>• View the details of the selected call log entry in the Inbox and the Outbox. |
| Navigation Key Cluster  | Press the left side of the **Navigation Key Cluster** to:<br>• Move cursor to the left when you enter and edit text.<br>• Leave the detail view of the Inbox or Outbox and return to the main Inbox or Outbox. Operates like the **Back** context-sensitive soft key.<br>Press the up or down arrows on the **Navigation Key Cluster** to:<br>• Erase a character (backspace) when you enter and edit text.<br>• Highlight items in a list, such as Address Book entries or items in your Call Inbox.<br>• Scroll lists and message contents when you view Instant Messages.<br>• Move the cursor from line to line when entering and editing text or data. **Note**: To scroll through a list of items, you can press and hold the up or down key. |

## Using a USB Mouse

The Avaya 1165E IP Deskphone is equipped with a USB port in which you can connect a USB mouse. You can use the USB mouse to activate context-sensitive soft key items and menu items.

Use your mouse to click a context-sensitive soft key label of the LCD screen to activate that item. When a menu is open, double-click on a menu item to activate it or click on the item to highlight it. For example, you can click the View context-sensitive soft key label to open that menu. Double-click the word Inbox in the menu list; then double-click a name in the Inbox list to initiate a call, or click the item to highlight the name.

To access the Network menu, right-click anywhere on the display.

**Note:**

USB mouse support is available for the Avaya 1165E IP Deskphone but does not extend to added Expansion Modules.

## Available IP Deskphone call features

The IP Deskphone is designed to be supported by various call servers. The specific call server in which the IP Deskphone is connected to determines whether certain features are available to your IP Deskphone. Call features must be assigned to your IP Deskphone and must be supported by call server software.

**Note:**

- Not all feature are available. To determine which features are available or to activate features, contact your system administrator or service provider.
- Not all service providers support the entry of a SIP address to initiate a call, for example, jim@companya.com. Some service providers require that you enter a Directory Number (DN) to initiate a call, for example, 555-5555. Contact your system administrator to determine whether your call server supports SIP address dialing.

## Security features

Call security is identified by the presence of a security icon (padlock) that is displayed on the IP Deskphone screen.

After the IP Deskphone is registered with the SIP Proxy, you can view the security icon when:

- the IP Deskphone is idle
- you are on an active call

The following figure is an example of a secure connection when the IP Deskphone is idle. The security icon is visible on the 1165E IP Deskphone screen.

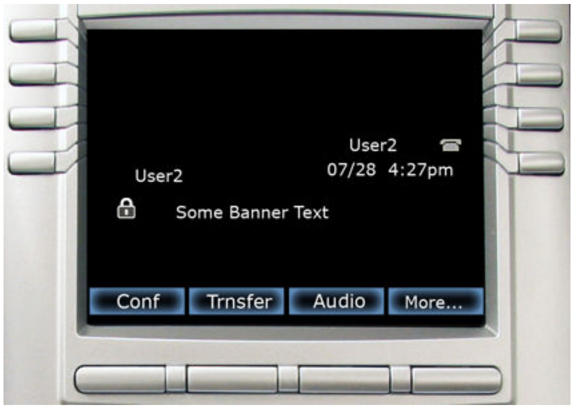
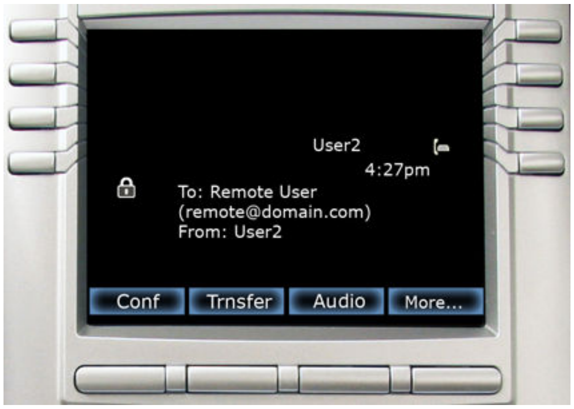

User2
07/28 4:27pm
User2
Some Banner Text
Conf
Trnsfer
Audio
More...

**Figure 5:**

The following figure is an example of a secure connection when you are on an active call. The security icon is visible on the 1165E IP Deskphone screen.


User2
4:27pm
To: Remote User
(remote@domain.com)
From: User2
Conf
Trnsfer
Audio
More...

# Chapter 4: Installing the 1165E IP Deskphone

This chapter describes how to install and connect your 1165E IP Deskphone.

After you familiarize yourself with the Avaya 1165E IP Deskphone features, you can start to use the IP Deskphone.

## Before you begin

⚠ **Caution:**

Do not plug your IP Deskphone into a regular telephone jack. This can result in severe damage to the IP Deskphone. Consult your system administrator to ensure that you plug your telephone into a 10/100/1000 BaseT Ethernet jack.

⚠ **Caution:**

Your IP Deskphone is designed for use in an indoor environment only.

⚠ **Caution:**

Do not plug your Avaya 1165E IP Deskphone into an Integrated Service Digital Network (ISDN) connection. Severe damage to the Avaya 1165E IP Deskphone can result.

## Connecting the components

Install your IP Deskphone by completing the following procedures in the order listed:

- Removing the stand cover on page 39
- Connecting the AC power adapter (optional) on page 40
- Connecting the handset on page 40
- Connecting the headset (optional) on page 40
- Connecting the LAN ethernet cable on page 41

- Installing additional cables on page 42
- Wall-mounting the IP Deskphone (optional) on page 42

The following figure shows the connections on the 1165E IP Deskphone.

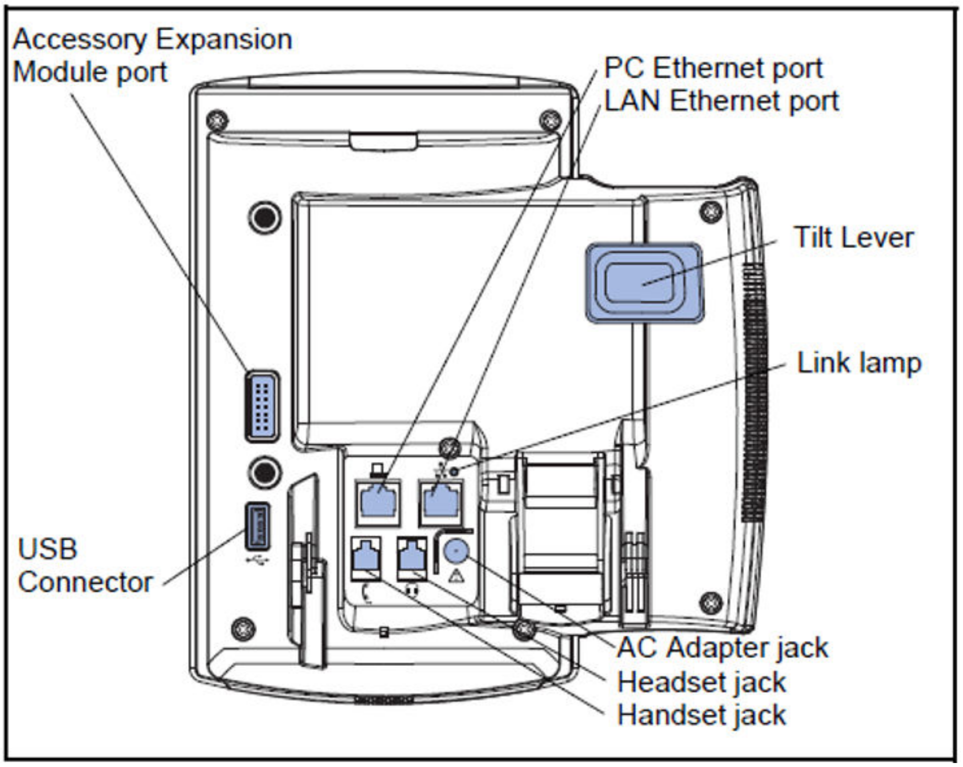

Accessory Expansion Module port
PC Ethernet port
LAN Ethernet port
Tilt Lever
Link lamp
USB Connector
AC Adapter jack
Headset jack
Handset jack

**Figure 6: IP Deskphone connections**

⚠ **Warning:**

Ensure that the protective rubber cap on the Expansion Module port is in place when the port is not in use. Connection of anything other than the proper Expansion Module connector to this port can cause damage to the IP Deskphone.

⚠ **Warning:**

Your Avaya 1165E IP Deskphone is shipped with the base locked in position. To avoid damaging your IP Deskphone, press the wall-mount lever, located under the **Handsfree** key as indicated in the following figure, to release the base and pull it away from the IP Deskphone.

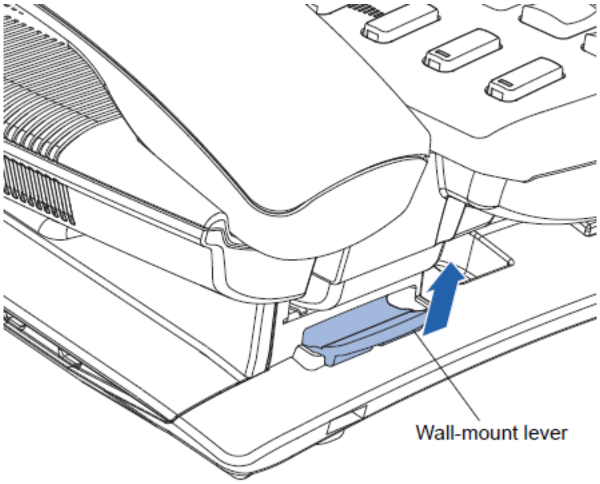

Wall-mount lever

**Figure 7: Wall-mount lever**

## Removing the stand cover

To access the cable routing tracks and attach cables, you must remove the stand cover. Pull upward on the center catch as indicated in the following figure, and remove the stand cover. The cable routing tracks are now accessible.

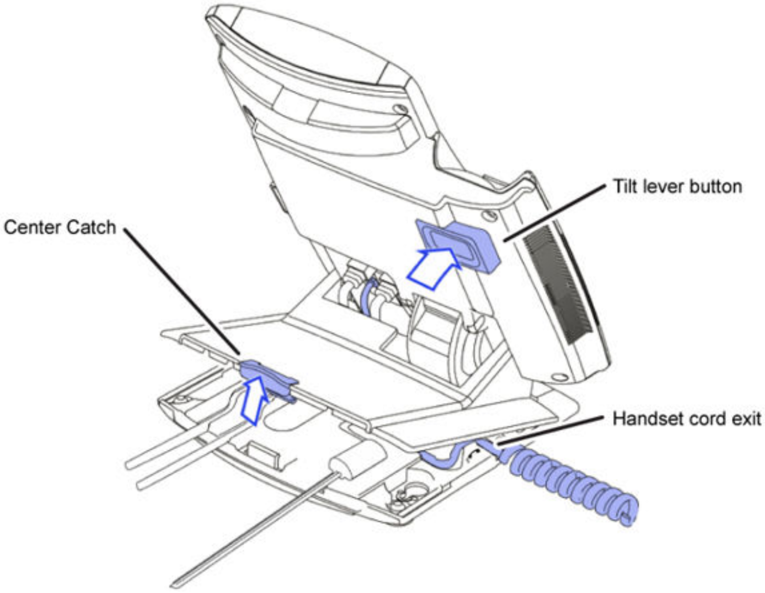

Tilt lever button
Center Catch
Handset cord exit

**Figure 8: Remove the stand cover**

## Connecting the AC power adapter (optional)

Your Avaya 1165E IP Deskphone supports AC power or Power over Ethernet (PoE) options, including IEEE 802.3af standard power.

To use local AC power, use only the Avaya-approved Global Power Supply (NTYS17xxE6). You can order the Avaya-approved AC adapter separately.

**Warning:**

Use only the approved Avaya Global Power Supply with your 1165E IP Deskphone.

To use PoE, where power is delivered over the CAT5 cable, your connected LAN must support PoE. If you use PoE, you do not require an AC adapter.

**Warning:**

If you are connected to a PoE connection do not use the AC power adapter.

To use gigabit Ethernet, you must connect to the LAN through CAT-5e (or later) cables.

To connect the AC adapter to the AC adapter jack in the bottom of the IP Deskphone use the following procedure:

1. Form a small bend in the cable.
2. Thread the adapter cord through the channels in the stand.

## Connecting the handset

Use the following procedure to connect the handset to the IP Deskphone.

1. Connect the end of the handset cable with a short straight section to the handset.
2. Connect the end of the handset cable with the long straight section, into the RJ-9 handset jack marked with the handset symbol on the back of the IP Deskphone.

   The handset symbol is as follows: ☎
3. Form a small bend in the cable.
4. Thread the handset cord through the channels in the stand so that it exits behind the handset on the right side, using the handset cord exit in the stand base marked with the handset symbol as shown in Connecting the handset on page 40.

## Connecting the headset (optional)

Use the following procedure to connect the optional headset to the IP Deskphone.

1. On the back of the IP Deskphone, plug the headset connector into the RJ-9 headset jack marked with the headset symbol.

   The headset symbol is as follows: 🎧
2. Thread the headset cord, along with the handset cord, through the channels in the stand so that the headset cord exits the channel marked with the headset symbol.

## Selecting the headset tuning parameter

Follow this procedure after the 1165E IP Deskphone and headset are installed and you are using the IP Deskphone for the first time with the headset.

You can select a headset from the following list of supported headsets.

- Type 1: Monaural and Binaural Headset
  - Monaural Headset: Plantronics Model number: H251N (Part number: 64338-01) with cable Model Number: A10 (Part Number: 66268-02)
  - Binaural Headset: Plantronics Model number: H261N (Part number: 64339-01) with cable Model Number: A10 (Part Number: 66268-02)
- Type 2: Monaural and Binaural Headset
  - Monaural Headset: Plantronics Model number: HW251N (Part number: 75100-06) with cable Model Number: A10 (Part Number: 66268-02)
  - Binaural Headset: Plantronics Model number: HW261N (Part number: 75101-06) with cable Model Number: A10 (Part Number: 66268-02)
- Type 3: Binaural Headset
  - Binaural Headset: GN Netcom Model number: GN 4800 (Part number: 48492-09)

After you select a headset, the corresponding tuning parameters are applied automatically.

Use the following procedure to select a headset.

1. Press **Prefs**.
2. Select **Audio**.
3. Select **Headset Type**.

## Connecting the LAN ethernet cable

**Note:**

Your IP Deskphone supports both AC power and PoE options, including IEEE 802.3 standard power. To use local AC power, you can order the optional AC adapter separately.

To use PoE, where power is delivered over the CAT5 cable, the LAN must support PoE, and you do not need an AC adapter.

To enable full functionality of your IP Deskphone, connect your IP Deskphone to your LAN using a CAT5e Ethernet cable. If your network is equipped with PoE, you can power your IP Deskphone through the LAN port.

To connect your IP Deskphone to your LAN use the following procedure:

1. Connect one end of the supplied Ethernet cable to the back of your IP Deskphone by using the RJ-45 connector marked with the network symbol.

   The network symbol is as follows: 🖧
2. Thread the network cable through the channel marked with the network symbol.
3. Connect the other end of the cable to your LAN Ethernet connection.

To connect your PC through your IP Deskphone use the following procedure:

1. Connect one end of the PC Ethernet cable to your IP Deskphone using the RJ-45 connector marked with the network symbol.
2. Thread the cable through the channel marked with the workstation symbol, as follows: 🖳
3. Connect the other end of the cable to the LAN connector on the back of your PC.

## Installing additional cables

If applicable, you can plug an optional USB device such as a USB mouse or a USB keyboard into your IP Deskphone. Connect the USB cable to the USB port on the back of the IP Deskphone.

## Wall-mounting the IP Deskphone (optional)

You can mount your Avaya 1165E IP Deskphone on a wall either by: (method A) using the mounting holes on the bottom of the IP Deskphone stand or (method B) using a traditional-style wall-mount box with an RJ-45 connector and 15 centimeter (cm) (6-inch) RJ-45 cord (not provided).

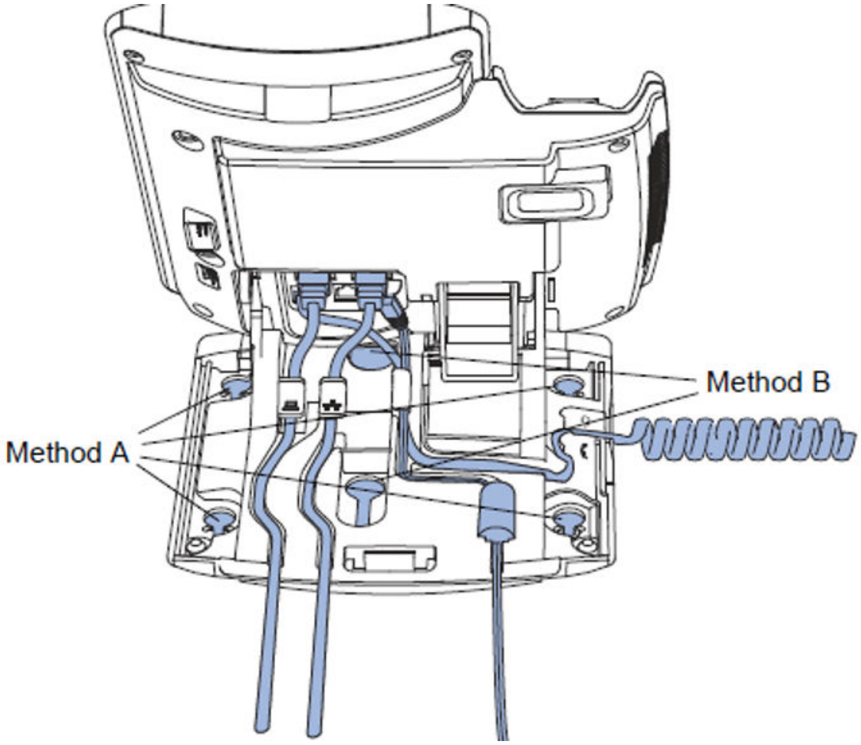


Figure 9: Cable routing tracks and mounting holes

Complete these steps, as needed, before you wall-mount your IP Deskphone:

**Method A:**

1. Press the wall-mount lever, and pull the IP Deskphone away from the stand, as shown in the following figure.

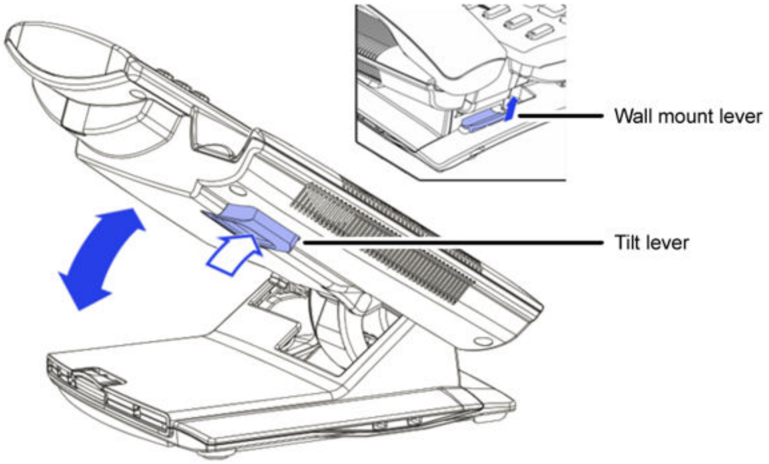


Figure 10: Rotate the IP Deskphone into the wall mount position

2. Use the stand cover (the part you removed in Removing the stand cover on page 39), to mark the wall-mount holes by pressing the bottom of the stand cover

firmly against the wall in the location where you wish to install the IP Deskphone. Four small pins on the bottom of the stand cover make marks on the wall.

3. Use the marks as a guideline for installing the wall-mount screws (not provided). Install the screws so that they protrude 3 millimeters (mm) (1/8 inch) from the wall.
4. Install the IP Deskphone stand mounting holes over the screw heads, as indicated in Cable routing tracks and mounting holes on page 43 (Method A).

   You need to remove the IP Deskphone from the wall to adjust the lower screws.
5. When the lower screws are snug, install the IP Deskphone on the mounting screws, and then tighten the top screws.

**Method B:**

1. Attach the 15-cm (6-inch) CAT5e cable.
2. Position the stand over the mounting rivets, and slide the IP Deskphone down the wall so that the rivets fit into the slots on the stand, indicated in Cable routing tracks and mounting holes on page 43(Method B).
3. Replace the stand cover. Ensure that all cables are neatly routed and press the stand cover into place until you hear a click.
4. Put the IP Deskphone in the wall-mount position (optional). If you wall-mount your IP Deskphone, put it in the wall-mount position by holding the Tilt Lever and pressing the IP Deskphone towards the base until the IP Deskphone is parallel with the base. Release the Tilt Lever and continue to push the IP Deskphone towards the base until you hear an audible click. Ensure the IP Deskphone is securely locked in position.

   **Note:**

   To add an Expansion Module for Avaya 1100 Series IP Deskphones, see *Expansion Module for Avaya 1100 Series IP Deskphones (SIP Software) User Guide (NN43110-301)*.

## Entering text

You can use the following methods to enter and edit text on your Avaya 1165E IP Deskphone:

- Entering text using the IP Deskphone dialpad on page 45
- Entering text using the USB keyboard on page 48

# Using the dialpad

You use can use combinations of the letters and numbers on the dialpad of your IP Deskphone to, for example, spell names or words in Instant Messages (IMs), enter SIP addresses, create Address Book entries, and to designate feature key labels.

To make a call, you can dial an alphanumeric SIP address (for example, jdoe2@domain.com) or you can dial a Directory Number (DN), depending on the local system configuration.

**Note:**

Some service providers support only the use of a Directory Number (DN) such as 555-5555 to initiate a call to another IP Deskphone. Contact your system administrator or service provider to determine if alphanumeric dialing is supported. Alphanumeric dialing consists of string of text that contain letters and numbers that make up, for example, a SIP address.

## Entering text using the IP Deskphone dialpad

For applications that offer text input, when you use the dialpad to enter text the system activates the **abc/123** context-sensitive soft key.

You can toggle between numeric and alphabetic input as follows:

- When the context-sensitive soft key label is **abc**, you can enter alphabetic text.
- When the context-sensitive soft key label is **123**, you can enter numbers.

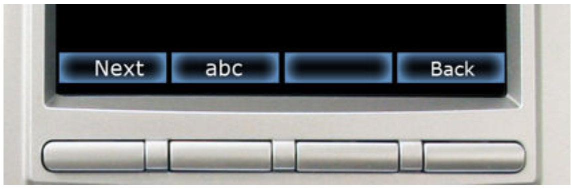


**Figure 11: Context-sensitive soft key abc/123**

For example, if you want to enter the lower case letter a, press the **abc/123** context-sensitive soft key to toggle to alphabetic input. Then press the number **2** key once. If you want to enter the upper case letter C, press the number **2** key six times. You can cycle through the letters (and the numeral) by pressing the number button repeatedly.

To create names or words that contain two adjacent letters that appear on the same button, for example, the word *press*, you can do the following:

1. To enter the first character, press the dialpad key **6**.
2. Pause briefly.
3. To enter the next letter, press the dialpad key **6** twice to cycle to the letter r.

When entering alphanumeric information, the **1** key on the dialpad represents the characters in the table below. To enter a special character, press the dialpad number **1** to cycle through the characters until you reach the one you need. For example, to enter a question mark (?), press the number **1** key eight times.

**Table 6: Alphanumeric characters for dialpad key 1**

| Character | Name |
|---|---|
| **@** | at |
| **.** | period |
| **-** | dash |
| **_** | underscore |
| **&** | ampersand |
| **'** | apostrophe |
| **^** | carat |
| **?** | question mark |
| **!** | exclamation point |
| **(** | left parentheses |
| **)** | right parentheses |
| **,** | comma |
| **\** | backslash |
| **/** | forward slash |
| **:** | colon |
| **;** | semi-colon |
| **~** | tilde |
| **=** | equal |
| **+** | plus |
| **1** | numeral 1 |

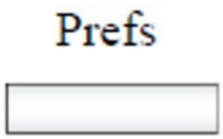
**Note:**

No letters are associated with the 0 (zero) key; however, pressing the 0 key twice inserts a blank space.

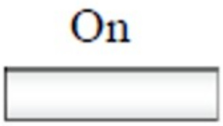
## Enabling and disabling the # Ends Dialing feature

You can enable the IP Deskphone to use the octothorpe (#) symbol to immediately dial the address or phone number.

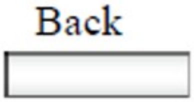
### To enable the # Ends Dialing feature:



1. Press the **Prefs** context-sensitive soft key, and then select **Misc Options**. Highlight **# Ends Dialing** and press the **Change** context-sensitive soft key.

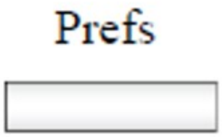


or

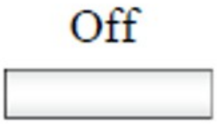


2. Choose one of the following:
    - Press the **On** context-sensitive soft key to turn on **# Ends Dialing**.
    - Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Preferences** menu.

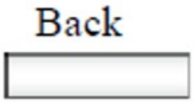
### To disable the # Ends Dialing feature:



1. To turn off **# Ends Dialing**, press the **Prefs** context-sensitive soft key, and then select **Misc Options**. Highlight **# Ends Dialing** and press the **Change** context-sensitive soft key.



or

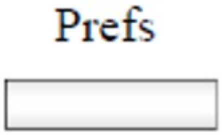


2. Choose one of the following:
    - Press the **Off** context-sensitive soft key to turn off **# Ends Dialing**.
    - Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Preferences** menu.

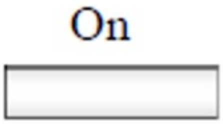
## Configuring the dialpad to alphanumeric dialing

To eliminate the need to press the abc/123 context-sensitive soft key when you enter text, you can configure the Avaya 1165E IP Deskphone dialpad default to alphabetic mode.

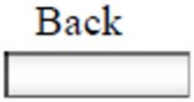
### To configure the dialpad to alphabetic mode as the default:



1. Press the **Prefs** context-sensitive soft key, and then select **Misc Options**. Highlight **Alpha Dialing**, and then press the **Change** context-sensitive soft key.

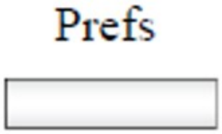


or

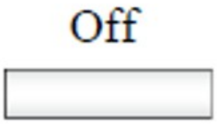


2. Choose one of the following:
   - Press the **On** context-sensitive soft key to turn on alphanumeric dialing.
   - Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Preferences** menu.

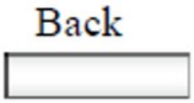
### To disable alphabetic mode and configure numeric mode as the default:



1. Press the **Prefs** context-sensitive soft key, and then select **Misc Options**. Highlight **Alpha Dialing**, and then press the **Change** context-sensitive soft key.



or



2. Choose one of the following:
   - Press the **Off** context-sensitive soft key to turn on alphanumeric dialing.
   - Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Preferences** menu.

## Entering text using the USB keyboard

You can connect a USB keyboard to the USB port of your IP Deskphone to enter text and numbers, access some features, and duplicate some functions.

For example, to dial a directory number, you can use the keyboard number pad to enter digits and the asterisk (*) and octothorpe (#) characters and you can use the alphabetic keys to enter text.

The following table describes the associations between the USB keyboard function keys and the IP Deskphone fixed keys.

**Table 7: Associations between the USB keyboard function keys and the IP Deskphone fixed keys**

| USB Keyboard Key | IP Deskphone Fixed Key |
|---|---|
| Esc | Quit |
| F1 | Services |
| F2 | Expand |
| F3 | Inbox |
| F4 | Outbox |
| F5 | Address Book |
| F6 | Copy |
| F7 | Volume Down |
| F8 | Volume Up |
| F9 | Mute |
| F10 | Hold |
| F11 | Headset |
| F12 | Handsfree |
| Break | Goodbye (Release) |
| Backspace | Left arrow of Navigation Cluster |
| Arrow Left | Left arrow of Navigation Cluster |
| Arrow Right | Right arrow of Navigation Cluster |
| Arrow Up | Up arrow of Navigation Cluster |
| Arrow Down | Down arrow of Navigation Cluster |
| Enter | Enter |

# Chapter 5: Accessing the Avaya 1165E IP Deskphone

You require a log on ID and a password to log on to a server with your Avaya 1165E IP Deskphone.

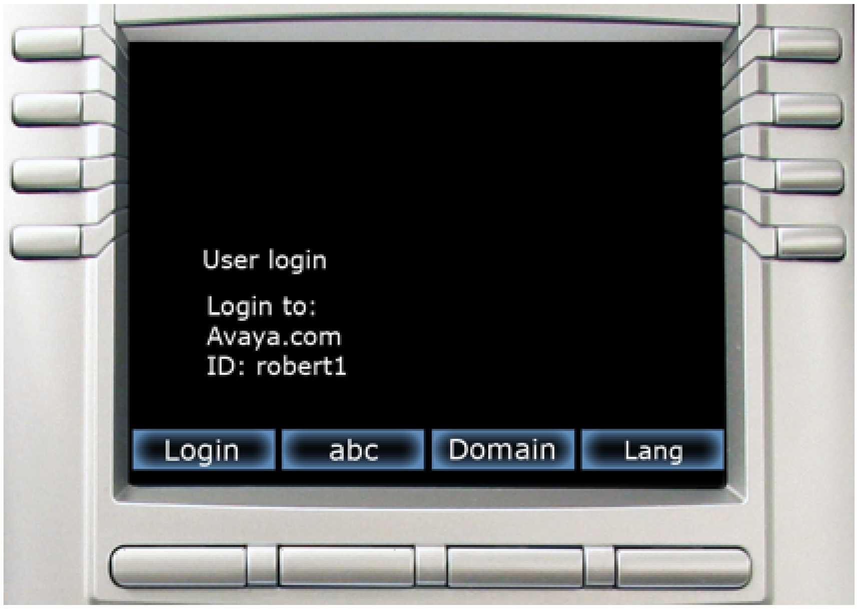
## Logging on

Whenever you log on to your Avaya 1165E IP Deskphone you must do the following:

- confirm your logon ID
- enter your password
- select the duration of this session

The Admin password protection for login prompt appears when you power up the phone or after you log off.

The following figure shows the User Password protection for domains.



User login

Login to:
Avaya.com
ID: robert1

**Figure 12: User login screen**

When you log on to your Avaya 1165E IP Deskphone you must confirm your logon ID, enter your password, and select the duration of this session. However, the first time you use your Avaya 1165E IP Deskphone, you need to complete some of the following procedures:

- Automatic login on page 52
- Setting the domain on page 52
- Selecting a language on page 54
- Logging on to your Avaya 1165E IP Deskphone on page 55
- Configuring the duration of the login on page 56
- Selecting a location on page 58
- User Profile on page 59
- Overwriting your personal Address Book on page 60

**Note:**

The system automatically logs you back on after a power outage or software upgrade. The system administrator configures this feature on a network-wide basis.

## Automatic login

Before you first receive your Avaya 1165E IP Deskphone, your system administrator can configure your IP Deskphone with your user logon and password. If this is the case, after you plug in the IP Deskphone you can use it without further configuration.

**Note:**

If the IP Deskphone is configured with automatic logon, you can not use the log off function, and you need a password to access some features and functions. Contact your system administrator or service provider for further information.

## Setting the domain

Before the log on process, if you need to change the domain or confirm that the domain you log on to is correct, press the Domain context-sensitive soft key from the logon prompt. The current domain appears on the Avaya 1165E IP Deskphone LCD screen. You can edit the domain that is listed or press the Domain context-sensitive soft key to access a list of available domains to which you can choose to connect.

**Note:**

- You must enter the admin password to edit domains.
- Check with your system administrator before editing or changing domains.

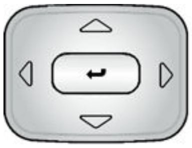
### To change the domain:

**Domain**

1. Press the **Domain** context-sensitive soft key to change the current domain.

> **Note:**
>
> You must enter an admin password before you can edit the domain in which the IP Deskphone connects.

**Up/Down Navigation Key**



2. Choose one of the following:

- Press the **Select** context-sensitive soft key to change the domain to the highlighted domain from the list. The IP Deskphone returns to the **Current Domain** page, and the new domain appears.
- Press the **Back** context-sensitive soft key to keep existing configurations and return to the previous menu.

**Select**

**Back**

3. Choose one of the following:

- Press the **Select** context-sensitive soft key to change the domain to the highlighted domain from the list. The IP Deskphone returns to the **Current Domain** page, and the new domain appears.
- Press the **Back** context-sensitive soft key to keep existing configurations and return to the previous menu.

## Password protection for domains

This feature supports admin password protection for editing of the domain and is not required for switching domains. If you log on using the administrator password, you can use the editing domain option for both the Current Domain state and Domain List state.

After you press **back** on the edit page or on the password prompt, the idle display appears. You must enter the admin password to reenter the editing domain.

### Password check to switch domains

When no one is logged on, a domain soft key appears. When you press the domain soft key, the current domain page appears without a password query.

## Password protection for editing domain

When you press Edit for a domain, the admin password prompt appears. The editing domain page appears after you enter the correct admin password. If you do not enter the correct password, the message “incorrect password” appears with a prompt to retry.

## Password request in server settings mode

When you edit the domain from the server settings under the Network menu, you are prompted to enter the admin password. After you enter the password, the Domain page appears. When you press the **Edit** context-sensitive soft key, there is no prompt for the admin password because you have already entered the admin password to load the Server Settings menu.

# Selecting a language

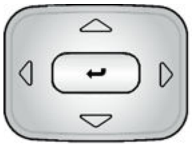
Your IP Deskphone has the capacity to operate using other languages, such as French. The system administrator can provision the IP Deskphone with up to five languages. If the IP Deskphone is provisioned with other languages, you can choose an available language during the login process by pressing the **Lang** context-sensitive soft key on the **User Login** page.

To change the language:

**Change**

**Back**

**Navigation key cluster**



**Select**

**Back**

1. Choose one of the following:
    - Press the **Change** context-sensitive soft key to change the current language.
    - Press the **Back** context-sensitive soft key to keep existing language and return to the **User Login** screen.
2. Press the **Up/Down navigation key** to highlight the new language you want to use.
3. Choose one of the following:
    - Press the **Select** context-sensitive soft key to change the language to the highlighted language from the list. The IP Deskphone returns to the **User Login** screen and uses the selected language.
    - Press the **Back** context-sensitive soft key to keep the existing language and return to the **User Login** screen.

# Logging on to your Avaya 1165E IP Deskphone

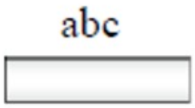
You need to log on to your Avaya 1165E IP Deskphone when you first install and restart your IP Deskphone and anytime you log off or reboot.

**Note:**

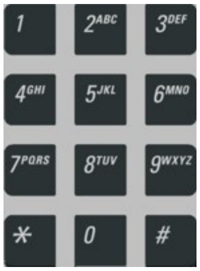
- When you log on to the IP Deskphone for the first time, the system prompts you for a location. For more information, see Selecting a location on page 58
- The IP Deskphone retains the previous user logon ID, which appears after the ID prompt whenever the IP Deskphone reboots.

If Authentication is enabled by your system administration, you can enter your authentication ID independent of your user ID. The authentication ID is used when the server challenges the IP Deskphone.

### To log on to the IP Deskphone:



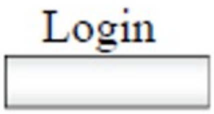
1. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.

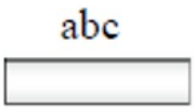


2. Use the dialpad to enter your user ID login at the prompt.

   **Note:**

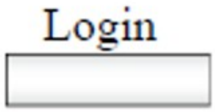
   Use the left navigation key to backspace and remove a previous user ID.

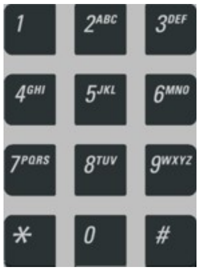




3. Press the **Login** soft key.
   If Authentication is enabled by your system administration, you are presented with the Authentication ID screen. The authentication ID is autofilled with your user ID.
   If Authentication is not enabled, a new screen appears and prompts you for your password.

   - Press the abc/123 context-sensitive soft key to toggle between alphanumeric or numeric input.
   - Use the dialpad to enter your authentication ID login at the prompt.
   - Press the Login context-sensitive soft key.

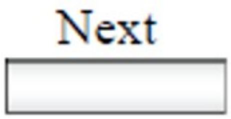


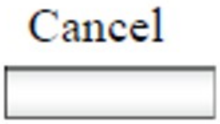


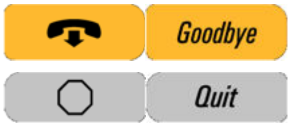
4. Enter your password by using the dialpad.

   **Note:**

   - When you enter your password, the last character entered appears. However, all previous characters are hidden.
   - When you enter your password and you use the navigation key to backspace, you erase all the characters and must completely reenter your password again.







5. Press the **Next** context-sensitive soft key.

   **Note:**

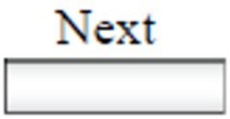
   You can cancel the login process by pressing one of the following keys:

   - Cancel
   - Goodbye
   - Quit

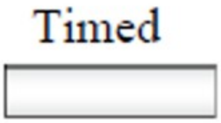
## Configuring the duration of the login

After you enter your logon ID and password, the **Duration** screen appears. You can enter the maximum length of time of the session. If you choose to use the default duration **Permanent**, you remain logged on to the phone until you log off.

### To configure the login duration:



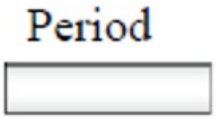
1. Choose one of the following:



- Press the **Next** context-sensitive soft key to configure the logon duration to Permanent. A login confirmation screen appears.
- Press the **Timed** context-sensitive soft key to open a screen to configure a maximum time to remain logged in.

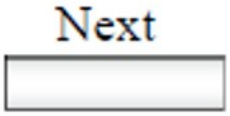
**Note:**

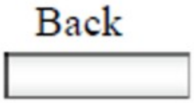
If you press the **Timed** context-sensitive soft key, you must then configure the duration of the login.

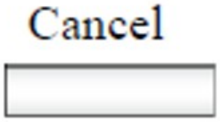


2. Press the **Period** context-sensitive soft key to toggle the logon duration entries between hours or days.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#







3. Do one of the following:

- Use the dialpad to enter the number of hours or days you want to remain logged on and press the **Next** context-sensitive soft key.
- Press the **Back** context-sensitive soft key to return to the permanent logon screen.
- Press the **Cancel** context-sensitive soft key to return to the first logon screen.

## Logging on multiple user accounts

The Avaya 1165E IP Deskphone has a multiuser feature that allows multiple SIP user accounts to be active on the IP Deskphone at the same time. For more information about logging on multiple users, see Multiuser on page 213.

# Timed logoff

When you determine a logon time other than permanent, the IP Deskphone reminds you of your expiry time.

## Timed logoff while IP Deskphone is idle

When the login time expires and the IP Deskphone is idle (not on a call), you can do one of the following at the prompt:

- Press the **Yes** context-sensitive soft key to log off immediately.
- Press the **No** context-sensitive soft key to switch to Permanent logon.
- Press the **Quit** or **Release/Goodbye** key to logout immediately.

If you do not respond, the prompt times out in 45 seconds and the IP Deskphone logs off.

If you answer a call during the logout prompt, the logon switches to permanent login.

## Timed logoff while on a call

When the login time expires while you are on a call, you can do one of the following at the prompt:

- Press the **Yes** context-sensitive soft key to log off immediately.
- Press the **No** context-sensitive soft key to switch to Permanent logon.
- Press the **Quit** key to dismiss the log out prompt and switch to permanent login.
- Press the **Release/Goodbye** key to dismiss the logout prompt and switch to permanent login.

> **Note:**
>
> If you press the **Release/Goodbye** key to dismiss the logout prompt, you also terminate the call.

If you do not respond, the prompt times out in 45 seconds and the phone switches to permanent login.

## Selecting a location

When you first login to the IP Deskphone, the system prompts you for a location. The location you select is saved in your User Profile.

Depending on your service provider, the Enhanced Emergency Service uses the location you select or the Directory Number (DN) on the call server, when handling emergency calls. The configuration of the call server determines how emergency service calls are handled by your IP Deskphone.

**Note:**

- During an emergency call, you cannot log out from the IP Deskphone or release or disconnect the call. The IP Deskphone remains connected to the emergency service until the emergency service operator disconnects it.
- If the login time expires during an emergency call, a prompt does not appears and the IP Deskphone automatically switches to permanent login.
- When you configure your user profile for the first time, you must confirm that the selected location is correct. You can view your location by accessing the IP Deskphone information screen. For more information, see Viewing the IP Deskphone information.

# User Profile

Your User Profile contains your specific settings and data. You are prompted to create a User Profile the first time you log on to your IP Deskphone. If you delete your User Profile, the IP Deskphone reboots, and you must log on and create a new User Profile. When you log on to your IP Deskphone, your specific settings and data are automatically available for you.

The information stored in your user profile includes:

- Independent volume adjustments for handset, headset, and handsfree
- Alerting Volume adjustment
- Idle Screen display text
- Voice Mail settings (number and mailbox ID)
- User location (from a server-provided list)
- Time, Date, and Zone format settings
- Call Subjects
- Instant Messaging settings and Instant Message Inbox/Outbox
- Default dialing (alpha/numeric)
- Call Ignore action (local/network)
- Search method (Name, First character, Index)
- User Presence selection
- Dialing pattern default (alpha/numeric)
- Address Book entries

- Call Inbox and Call Outbox entries
- Programmable keys configuration
- # Ends dialing configuration

## Overwriting your personal Address Book

When an address book exists on a call server, such as an address book for a specific company, you can update your personal Address Book with an address book from the call server. The system administrator configures the system to enable this feature. If a new address book is available on the call server, the IP Deskphone prompts you to download the latest address book.

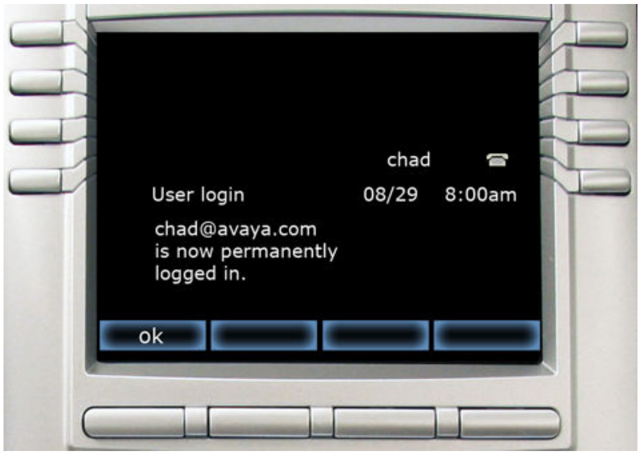
## Confirmation logon screen

When you complete the logon process, the logon confirmation screen appears as shown in the figure below. Press the OK context-sensitive soft key to complete the logon process.

If the login is unsuccessful, a login error message Failed to login user, Authentication required appears. Press the OK context-sensitive soft key to return to the first logon screen. The most common cause for logon failure is the incorrect entry of your password.

**Note:**

In case of login failures, the IP Deskphone displays the message “Failed to login user” and then automatically returns to the login screen.

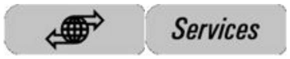


chad ☎
User login 08/29 8:00am
chad@avaya.com
is now permanently
logged in.

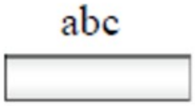
Figure 13: Logon confirmation screen

# Logging off from the IP Deskphone

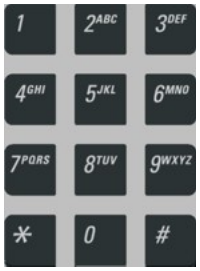
## To log off from the IP Deskphone:



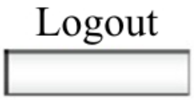
1. Press the **Services** fixed key, and then select **Logout** from the menu.



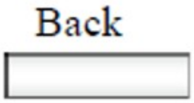
2. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.



3. Use the dialpad to enter your password at the prompt.



or



4. Choose one of the following:

- Press the **Logout** context-sensitive soft key to complete the logout process. The IP Deskphone returns to the **User Login** screen.
- Press the **Back** context-sensitive soft key to remain logged on and return to the Services menu.

# Logging off multiple user accounts

The Avaya 1165E IP Deskphone has a multiuser feature that allows multiple SIP user accounts to be active on the IP Deskphone at the same time. By logging off of the primary account, all other accounts log off automatically. By logging off of a secondary account, you remove the selected secondary account from the autologin list. For more information about logging off when the IP Deskphone has multiple users, see Logging out on page 215.

# Making an emergency call

You can use the 1165E IP Deskphone to make an emergency call to the Public Safety Answering Point (PSAP) from any accessible screen without logging on.

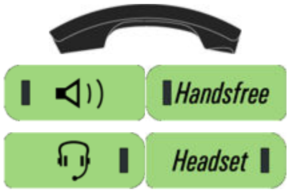
If you pick up the handset, press the handsfree button, or press the headset button, without logging on, a message “Emergency calls only” appears, and the Avaya 1165E IP Deskphone can only be used to make an emergency call. All soft keys and feature keys are blank and unusable, except for the second soft key which allows you to switch between numeric and alphabetic characters. If you hang up before the connection is established, the IP Deskphone returns to the initial state. After the connection is established, the call can be disconnected only by an operator. If you hang up after the connection has been made, the IP Deskphone switches to loudspeaker. If the loudspeaker is already on, and you press the hang up button, nothing happens. The call is not disconnected.

When you make an emergency call, the location of the IP Deskphone is forwarded to the PSAP.

**Note:**

When the IP Deskphone is waiting for the user to log on or it is blocked by a screen saver, you can still make an emergency call. If you pick up the handset, a message "Emergency calls only" appears and the IP Deskphone can be used for making only emergency calls.

## To make an emergency call:



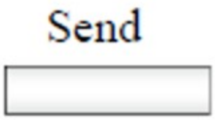
1. Choose one of the following:

- Pick up the handset.
- Press the handsfree button.
- Press the headset button.

**Note:**

Hang up or switch off the handset to return to normal state.

2. Dial the emergency number that is provided by your dialing plan.



3. Press the **Send** context-sensitive soft key.

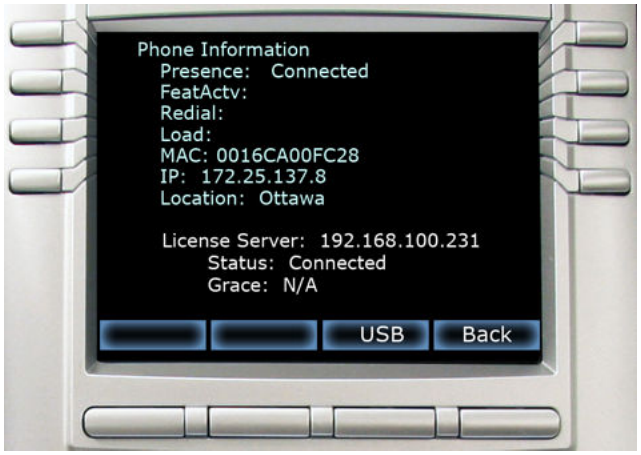
**Note:**

If you try to dial the number that does not match the dialing plan, a message appears to inform you that the number is incorrect.

## Location information

When you make an emergency call, the IP Deskphone provides the PSAP with the location information of the IP Deskphone. The IP Deskphone receives the location information when the IP Deskphone is first plugged in to the network and then stores it.

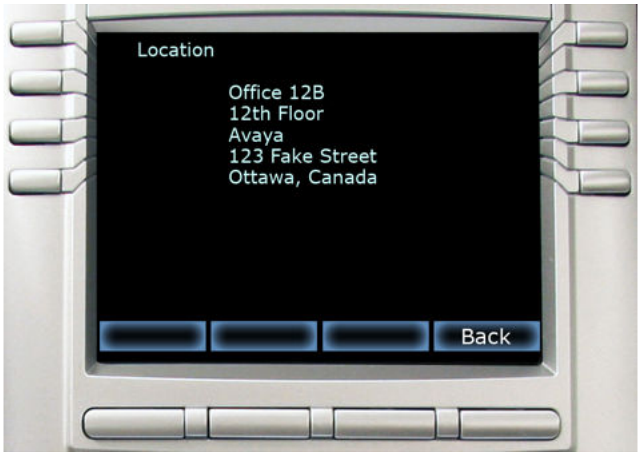
To view your location, press the **Services** hard key, choose **Phone Information**, and then press the **E911** context-sensitive soft key.



Phone Information
Presence: Connected
FeatActv:
Redial:
Load:
MAC: 0016CA00FC28
IP: 172.25.137.8
Location: Ottawa

License Server: 192.168.100.231
Status: Connected
Grace: N/A

**Figure 14: Phone information menu**



Location

Office 12B
12th Floor
Avaya
123 Fake Street
Ottawa, Canada

**Figure 15: Phone location display**

You can obtain location information only if it has been configured on your system.

# Chapter 6: Configuring the Avaya 1165E IP Deskphone

You can adjust a few settings of the Avaya 1165E IP Deskphone to conform to the environment where you want to use the phone. These settings are saved to your User Profile. This chapter describes some of the settings that you can customize on your IP Deskphone.

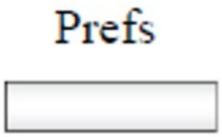
- Adjusting the display screen contrast
- Creating the idle screen text display
- Configuring Menu Auto back-out
- Selecting a ring pattern
- Adjusting the volume
- Selecting a language
- Selecting the date and time format
- USB headset on page 78

## Adjusting the display screen contrast

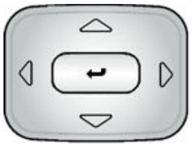
**Note:**

Adjusting the display screen contrast of the IP Deskphone also adjusts the Expansion Module contrast, if you have an Expansion Module connected to your IP Deskphone.

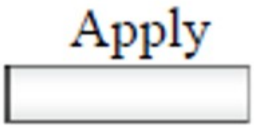
### To adjust the display screen contrast:



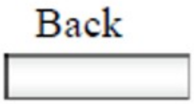
1. Press the **Prefs** context-sensitive soft key, select **Display**, **Display Settings** and then select **Contrast**.



2. Press the **Left/Right** navigation key to increase or decrease the display contrast level.



or



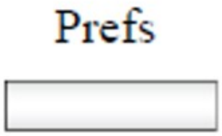
3. Choose one of the following:

- Press the **Apply** context-sensitive soft key to save the changes and return to the **Display** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Display** menu.

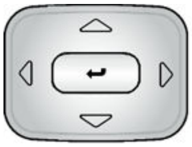
## Configuring the backlight

Configuring the length of time the LCD screen remains backlit on the IP Deskphone also adjusts the Expansion Module backlight time if you have an Expansion Module connected to your IP Deskphone.

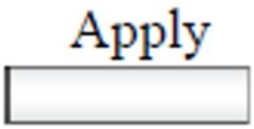
### To configure the amount of time the LCD screen remains backlit:



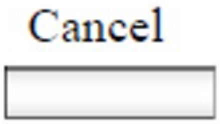
1. Press the **Prefs** context-sensitive soft key, select **Display** > **Display Settings** and then select **Backlight** from the menu.



2. Press the **Left/Right** navigation key to increase or decrease the length of time you want the idle screen to remain backlit.



or



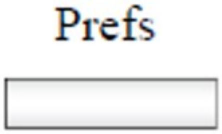
3. Choose one of the following:

- Press the **Apply** context-sensitive soft key to configure the length of time for the IP Deskphone to remain backlit and return to the **Display** menu.
- Press the **Cancel** context-sensitive soft key to keep the existing configurations and return to the **Display** menu.

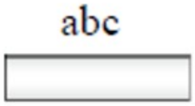
# Creating the idle screen text display

You can create a text to display on the screen, while the IP Deskphone is idle.

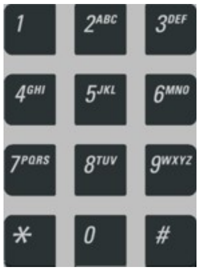
**To create the idle screen display text:**



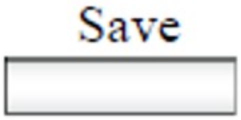
1. Press the **Prefs** context-sensitive soft key, select **Display**, and select **Idle Screen Text Display**.



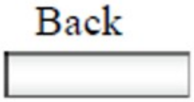
2. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.



3. Use the dialpad to enter the display text you want to appear on the idle screen display of the IP Deskphone.



or

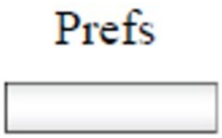


4. Choose one of the following:
   - Press the **Save** context-sensitive soft key to save the idle screen text display.
   - Press the **Back** context-sensitive soft key to keep the existing screen display text and return to the **Display** menu.

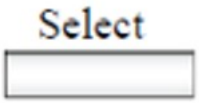
# Configuring Menu Auto back-out

You can use the Menu Auto back-out feature to configure the time interval required for the IP Deskphone to go back to the idle screen when the IP Deskphone is left inactive.

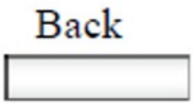
### To configure Menu Auto back-out:



1. Press the **Prefs** context-sensitive soft key, choose **Display**, and then **Menu Auto back-out**.

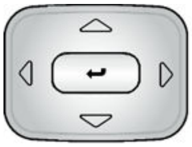


or



2. Choose one of the following:

- Press the **Select** context-sensitive soft key.
- Press the **Back** context-sensitive soft key to return to the previous menu.

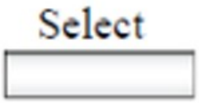


3. Press the **Up/Down** navigation key to scroll through the screen and choose the required time interval.
Choose one of the following values:

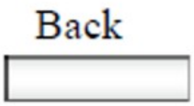
- Never
- 10 min
- 5 min
- 2 min
- 1 min
- 30 sec
- 15 sec

**Note:**

The Never option turns off Menu Auto back-out.



or



4. Choose one of the following:

- Press the **Select** context-sensitive soft key to configure the Auto back-out time to the selected (highlighted) value and return to the Display menu.
- Press the **Back** context-sensitive soft key to dismiss the Auto back-out time menu and return to the Display menu.

**Note:**

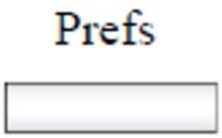
When you enter the Auto back-out menu, the current configuration for the Menu Auto back-out time is pre-selected (highlighted) on the list.

When you press the **Select** context-sensitive soft key, the time interval is flagged to commit to the configured preferences (done after the idle screen is displayed), and is used for menu auto back-outs from that point forward.

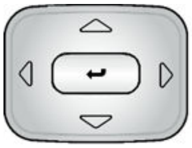
# Selecting a ring pattern

You can use the ring pattern feature to select the ring pattern for an incoming call.

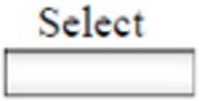
**To select the ring pattern for an incoming call:**

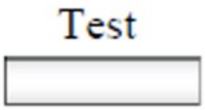


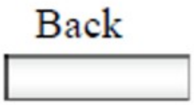
1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Tones**, and then select **Ring Pattern**.



2. Press the **Up/Down** navigation key to scroll through and highlight the different ring patterns displayed on the LCD screen.







3. Choose one of the following:

- Press the **Select** context-sensitive soft key to configure the ring pattern and return to the **Tones** menu.
- Press the **Test** context-sensitive soft key to briefly play the selected ring pattern.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the previous menu.

# Adjusting the volume

You can adjust the volume of the IP Deskphone for the following:

- Ring Volume
- Handset Volume
- Headset Volume
- Handsfree Volume
- Paging Ring Volume

A sliding scale appears on the telephone screen display when you adjust the volume. The following figure shows how to adjust the volume.

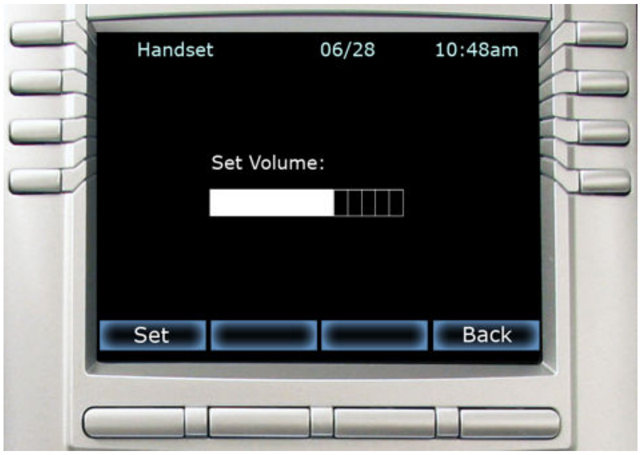
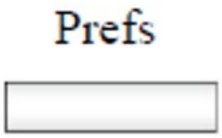


**Figure 16: Adjusting the volume**

# Adjusting the ring volume

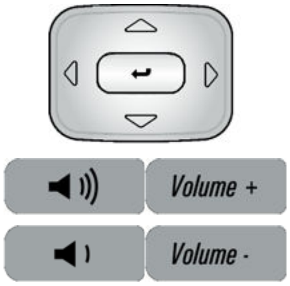
You can adjust the ring volume for an incoming call.

**To adjust the ring volume for an incoming call:**

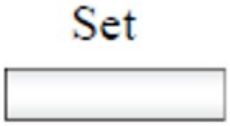


1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Tones**, and then select **Alerting Volume**.

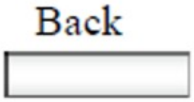
2. To adjust the ring volume of an incoming call do one of the following:



- Press the **Left/Right** navigation keys.
- Press the **Up/Down** navigation keys.
- Press the **Volume** fixed keys.



or

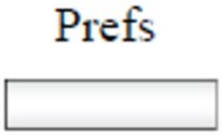


3. Choose one of the following:
   - Press the **Set** context-sensitive soft key to configure the selected volume and return to the **Tones** menu.
   - Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Tones** menu.

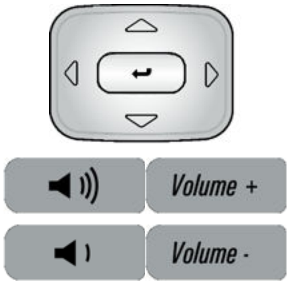
## Adjusting the volume of the Handset, Headset, and Handsfree mode

You can adjust the volume for the handset, headset, and the handsfree speaker of the IP Deskphone.

### To adjust the volume of the handset:



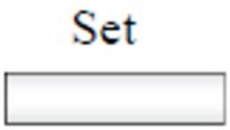
1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Voice**, and then select **Handset**.



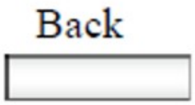
2. To adjust the handset volume use one of the following methods:
   - Press the **Left/Right** navigation keys.
   - Press the **Up/Down** navigation keys.
   - Press the **Volume** fixed keys.

**Note:**

To adjust the volume during a call, use only the **Volume** fixed keys.



or

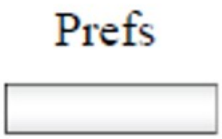


3. Choose one of the following:

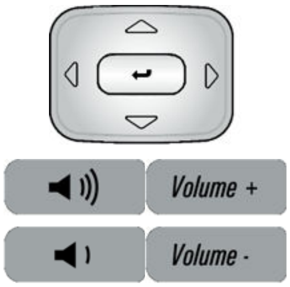
- Press the **Set** context-sensitive soft key to configure the selected volume and return to the **Voice** menu.
- Press the **Back** context-sensitive soft key to keep existing configurations and return to the **Voice** menu.

You can adjust the headset volume on the IP Deskphone.

### To adjust the headset volume:



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Voice**, and then select **Headset**.

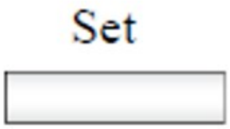


2. To adjust the handset volume use one of the following methods:

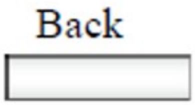
- Press the **Left/Right** navigation keys.
- Press the **Up/Down** navigation keys.
- Press the **Volume** fixed keys.

**Note:**

To adjust the volume during a call, use only the **Volume** fixed keys.



or

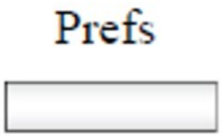


3. Choose one of the following:

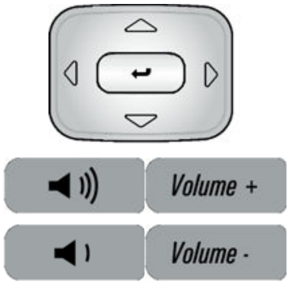
- Press the **Set** context-sensitive soft key to set the selected volume and return to the **Voice** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Voice** menu.

You can adjust the handsfree mode volume on the IP Deskphone.

### To adjust the handsfree mode volume:



1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Voice**, and then select **Handsfree**.

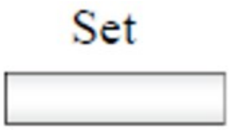


2. To adjust the handset volume use one of the following methods:

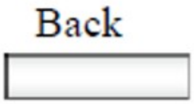
- Press the **Left/Right** navigation key to increase or decrease the volume of the handset.
- Press the **Volume +** fixed key to increase the handset volume or press the **Volume —** fixed key to decrease the handset volume.

**Note:**

To adjust the volume during a call, use only the **Volume +** and **Volume —** fixed keys.



or



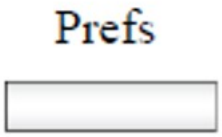
3. Choose one of the following:

- Press the **Set** context-sensitive soft key to set the selected volume and return to the **Voice** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Voice** menu.

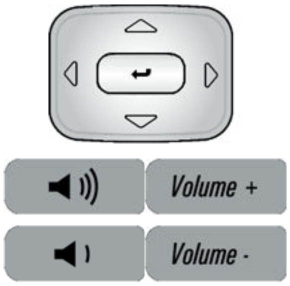
## Adjusting the paging ring volume

You can adjust the ring volume for an incoming paging call.

### To adjust the ring volume for an incoming paging call:

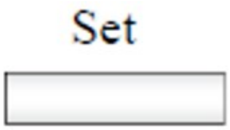


1. Press the **Prefs** context-sensitive soft key, select **Audio**, select **Tones**, and then select **Paging Volume**. The Paging tone is played at the current volume.

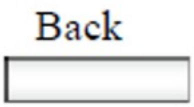


2.To adjust the ring volume of an incoming paging call do one of the following:

- Press the **Left/Right** navigation keys.
- Press the **Up/Down** navigation keys.
- Press the **Volume** fixed keys.



or



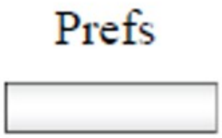
3. Choose one of the following:

- Press the **Set** context-sensitive soft key to configure the selected volume and return to the **Tones** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Tones** menu.

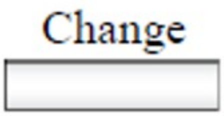
## Selecting a language

The display is available in multiple languages. A maximum of five languages are accessible through the IP Deskphone. The system administrator determines which languages are available for your IP Deskphone.

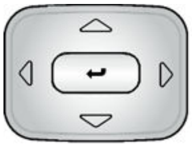
### To select a language:



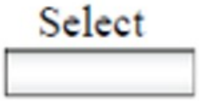
1. Press the **Prefs** context-sensitive soft key, and then select **Language**. The current language displays.



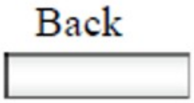
2. Press the **Change** context-sensitive soft key to change the language.



3. Press the **Up/Down** navigation key to scroll and highlight the desired language (for example, German [Deutsche]).



or

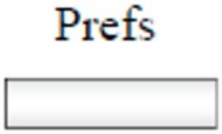


4. Choose one of the following:
   - Press the **Select** context-sensitive soft key to save the desired language and return to the previous screen.
   - Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Preferences** menu.

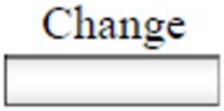
## Selecting the date and time format

Several date and time formats are available. Formats are based on the 12-hour and 24-hour clocks.

### To select a date format:

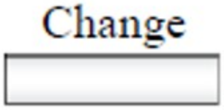


1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then select **Time**.



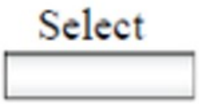
2. Press the **Change** context-sensitive soft key.

3. Press the **Up/Down** navigation key to highlight **Date Format** in the menu.

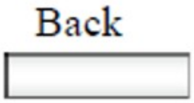


4. Press the **Change** context-sensitive soft key to change the **Date Format**.

5. Press the **Up/Down** navigation key to scroll and highlight either a month/day (MM/DD) or a day/month (DD/MM) format.



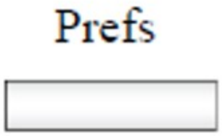
or



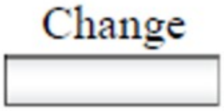
6. Choose one of the following:
   - Press the **Select** context-sensitive soft key to save the format and return to the **Time Format** menu.
   - Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Time Format** menu.

You can select a time zone for your IP Deskphone.

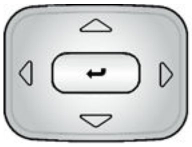
**To select a time zone:**



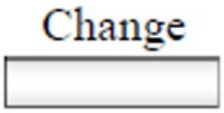
1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then select **Time**.



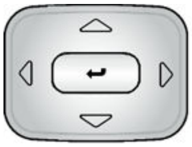
2. Press the **Change** context-sensitive soft key.



3. Press the **Up/Down** navigation key to highlight **Timezone** in the menu.



4. Press the **Change** context-sensitive soft key to change the Date Format.

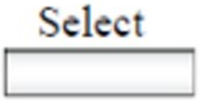


5. Press the **Up/Down** navigation key to scroll through and highlight the time zones.

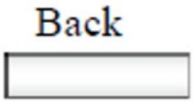
   **Note:**

   Time zones are listed based on GMT format, for example:

   - GMT -11:00 Samoa
   - GMT -10:00 Hawaii



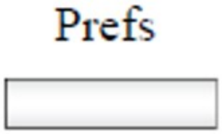
or



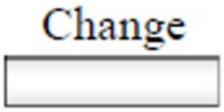
6. Choose one of the following:
   - Press the **Select** context-sensitive soft key to save the time zone selection and return to the **Time Format** menu.
   - Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Time Format** menu.

You can select the time zone format for your IP Deskphone.

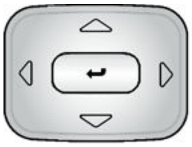
### To select a time format:



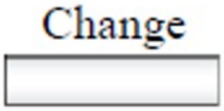
1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then select **Time**.



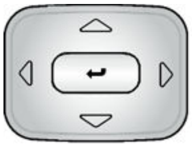
2. Press the **Change** context-sensitive soft key.



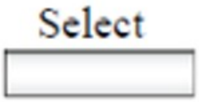
3. Press the **Up/Down** navigation key to highlight **Time Format** in the menu.



4. Press the **Change** context-sensitive soft key change the date format.

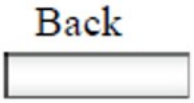


5. Press the **Up/Down** navigation key to scroll and highlight a time format:
   - 12-hour
   - 24-hour
   - French



6. Choose one of the following:

or



- Press the **Select** context-sensitive soft key to save the time format and return to the **Time Format** menu.
- Press the **Back** context-sensitive soft key to keep the existing configurations and return to the **Time Format** menu.

## USB headset

You can attach only one USB headset to the Avaya 1165E IP Deskphone. (If you add an additional USB headset, the IP Deskphone ignores it without any message.) When you connect the USB headset to the USB port of the IP Deskphone, the IP Deskphone configures the headset to work with it.

The following table lists the types of USB headsets that work with the 1165E IP Deskphone.

**Table 8: Supported USB headset types**

| Headset Type | Frequency |
|---|---|
| Avaya Enhanced USB Headset Adapter | 8 KHz |
| Avaya Mobile USB Headset Adapter | 8 KHz |
| Plantronic CS50/CS60 Wireless USB Headsets | 8-48 KHz Continuous Spectrum |
| GN Netcom 9300 series wired and wireless USB headsets | 16 KHz |
| Algo Analog Terminal Adapter | 8 KHz |

## Headset menu

The USB Audio feature adds the USB headset as an alternative headset in addition to the wired headset. You can add a headset to your preferences by clicking on the **Prefs** context-sensitive soft key, and then choosing **Audio**. The Audio option allows you to select and configure the preferred headset. The following figure displays the **Audio** menu with the **Headset Selection** menu item.

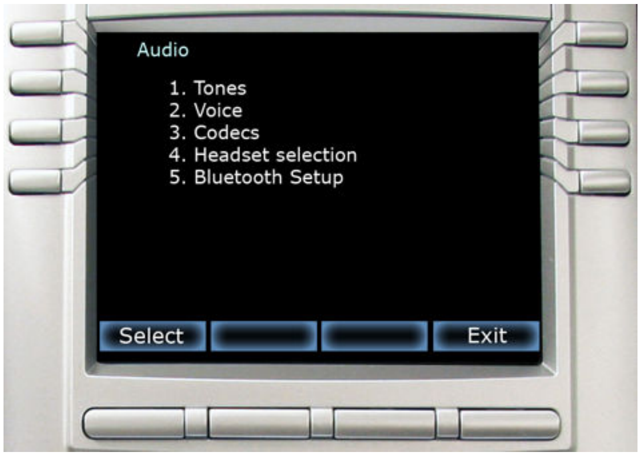
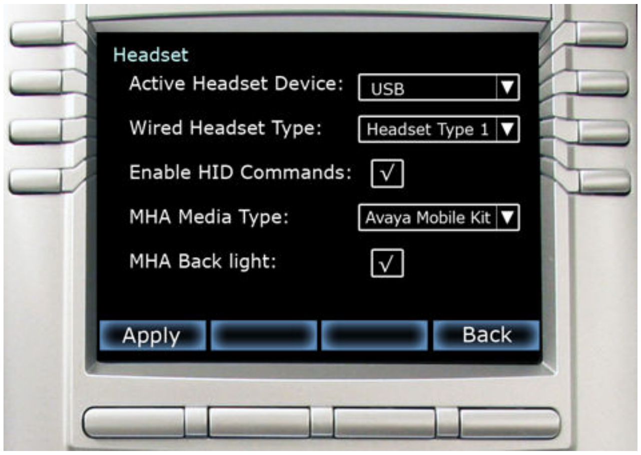

Audio
1. Tones
2. Voice
3. Codecs
4. Headset selection
5. Bluetooth Setup
Select
Exit

Figure 17: Preferences menu with Headset menu item

On the IP Deskphone, after you select **Prefs > Audio > Headset Selection**, use the **Headset** screen to select the desired headset and corresponding functional parameters. The following figure displays the Headset screen.


Headset
Apply
Back

Active Headset Device: USB

Wired Headset Type: Headset Type 1

Enable HID Commands: ☑

MHA Media Type: Avaya Mobile Kit

MHA Back light: ☑

Figure 18: Headset screen

The following table describes the configuration options on the **Headset** screen.

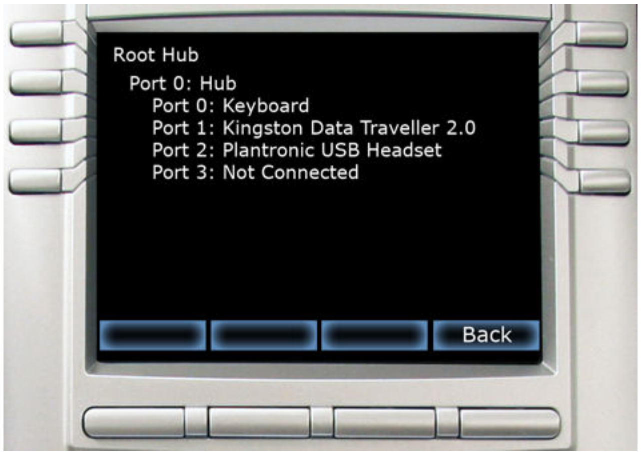
| Option | Function |
|---|---|
| Active Headset Device | Select the active headset device; either USB or Wired.<br>**Note:**<br>The headset can be selected before it is attached (wired or USB).<br>Items below the Active Headset Device field are dimmed if either USB headset is not selected or if the attached headset is not one |

| Option | Function |
|---|---|
| | of the Human Interface Device (HID) supported headset types. |
| Wired Headset Type | Select the type of wired headset you required.<br>• Headset Type 1 (Generic narrow band)<br>• Headset Type 2 (Wideband)<br>• Headset Type 3 (Wideband) |
| Enable HID Commands | Enable HID Commands only if USB headset is selected.<br>The checkbox is used to enable the HID commands of supported headsets to allow the IP Deskphone to run in generic mode 1 operation, supporting both USB audio and HID commands. The configuration is ignored for non-supported USB headsets. |
| MHS Headset Type | Choose an MHS Headset Type only if Avaya headset adapter is detected.<br>This list contains the different wired headset types that can be attached to the Avaya Enhanced or Mobile Adapters for loss plan adjustment. The command is ignored for other types of USB headsets. This item is dimmed if the attached headset is not one of the Avaya headset types. |
| MHA Back Light | Enable the MHA Back Light (only if Avaya headset adapter is detected).<br>The checkbox is used to enable or disable the back light equipped in Avaya Enhanced or Mobile headsets. The command is ignored for other types of USB headsets. This item is dimmed if the attached headset is not one of the Avaya headset types. |

The changes in the menu take effect immediately if the device is attached. The active voice path switches to the selected headset if you are on an active call. If you press the **Apply** context-sensitive soft key, then the changes are applied, the settings are made permanent by storing the values in persistent storage, and they are applied every time the IP Deskphone starts up. However, all changes made are ignored and restored if you press the **Back** context-sensitive soft key.

## Presence of USB headset

On the **System** menu, choose **Phone Information**, and then select **USB** to verify the presence of the USB headset attached to the IP Deskphone. When you select the **USB** menu, the attached USB headset is displayed along with other USB devices. The name of the USB device directly appears from the USB devices themselves. The product description has no explicit USB headset indications for the attached USB headset. The following figure displays the USB Device Status screen showing the presence of a USB headset.



```
Root Hub
  Port 0: Hub
    Port 0: Keyboard
    Port 1: Kingston Data Traveller 2.0
    Port 2: Plantronic USB Headset
    Port 3: Not Connected
```

**Figure 19: USB Device Status screen showing the presence of a USB headset**

## Audio format selection

After the IP Deskphone receives the endpoint configurations, it searches the records to select an audio format that matches the IP Deskphone requirements. If no match is found, then the default audio format is used. After you select the format, the IP Deskphone sends a command to the device to select the corresponding endpoints for audio transfers.

The IP Deskphone supports both 8KHz and 16KHz audio. You can select the 16KHz audio, if the headset supports it. The IP Deskphone is a mono device with only one voice channel. For stereo USB headsets detected, the IP Deskphone replicates one channel voice data to both left and right channels of the headsets to simulate stereo output.The following table lists the audio format requirements supported by the IP Deskphone.

| Audio Parameters | Values |
|---|---|
| Audio Format | PCM only |
| Subframe size | 2 |
| Bit Resolution | 16 bits |
| Frequency Type | Continuous (0) or Discrete (> 0) |
| Sample Frequency | If Continuous, default to 16 KHz. If Discrete, 8 KHz, 16KHz or 8KHz multiple. Preference is given to 16KHz audio, if supported |
| Audio Channel | Mono (1) or Stereo (2) |

After you select the format and the Set Interface command is sent, the USB headset runs in Generic Mode 1 operation (both audio and HID) or Mode 2 operation (audio only). If the headset runs in Mode 1 operation, the IP Deskphone configures the task or callback to communicate with the USB HID control events between the IP Deskphone and the headset. You can insert the headset during an active call. The IP Deskphone synchronizes the headset state machine of the IP Deskphone to the current state of the headset to ensure the LED match status.

During the call, if the audio negotiated between the two parties is set to 8KHz audio and the IP Deskphone is setup for 16KHz USB Headset audio, the IP Deskphone performs the transcoding between 8KHz audio to 16KHz audio. Likewise, if the audio negotiated between the two parties is set to 16KHz audio and the headset supports only 8KHz audio, the IP Deskphone performs the transcoding between 16KHz audio to 8KHz audio.

## Generic USB headset

When a generic USB headset (or supported headset with HID command disabled) is attached to the IP Deskphone and selected, it behaves like a wired headset. All call controls, on hook, off hook, mute, volume up, and volume down are performed using the keys on the IP Deskphone. The IP Deskphone does not use the User interface elements on the headset, including LEDs if present. When the USB headset is selected, the voice path to or from the USB headset is used in an active call.

## Avaya USB headset adapter with HID

When you enable the HID support for Avaya USB Mobile or Enhanced adapter, then the IP Deskphone makes use of the UI elements on the adapter. Both type of USB headsets are stimulus devices, as the IP Deskphone can have complete control of the LEDs. The following table lists the features of the Avaya USB headset Adapter.

**Table 9: Avaya USB headset adapter with HID support**

| Feature | Description |
|---|---|
| Key Event | Key press on the adapter generates events only with a state maintained and actions taken by the IP Deskphone. There is a one-to-one mapping on most of the keys on the adapter to the keys on the IP Deskphone (the Avaya Enhanced Adapter has a Avaya logo key which does not exist on the IP Deskphone). Avaya USB adapter key mappings on page 82 illustrates the mappings.<br>Key press events on the adapter are sent to the IP Deskphone through the USB. When the IP Deskphone receives these events, it maps them to the corresponding key events as if the keys on the IP Deskphone are pressed. |

| Feature | Description |
|---|---|
| LED | There are two LEDs on the adapters: one for the mute status and the other for message waiting. These two LEDs are also mapped to the corresponding LEDs on the IP Deskphone. The IP Deskphone synchronizes the LEDs status with that of the IP Deskphone — the Mute LED for mute indication and the Message Waiting LED for message waiting and incoming call (flash) indications. The Avaya USB Enhanced Adapter has an extra port to connect an external alerter. If there is an external alerter attached, the external alerter is kept synchronized with the Message Waiting LED. |
| Attached Indicator | When an Avaya USB Mobile or Enhanced Headset is connected to the IP Deskphone, after enumeration, the IP Deskphone flashes the LEDs on the headset for a short duration to indicate the headset is ready to use. |
| Back Light | Both adapters have a back light to allow easy identification of the adapters. If the back light is enabled in the Headset screen, the back light of the adapter turns on after enumeration. |
| Message Waiting | If there is a voice message waiting on the IP Deskphone, the IP Deskphone turns on the red Message Waiting LED on the IP Deskphone and on the adapter. The IP Deskphone turns off the red Message Waiting LED if there is no voice message waiting. |
| External Alerter | The Avaya USB Enhanced Adapter has a port to allow an External Alerter (large LED indicator) to attach to the adapter. The IP Deskphone uses HID commands to keep the External Alerter synchronized with the red Message Waiting LED on the IP Deskphone and on the adapter. |
| Incoming Call | When there is an incoming call, the IP Deskphone sends an alerting event to the adapter. The red Message Waiting LED flashes to indicate there is an incoming call on the IP Deskphone. |
| Caller ID Information | Not applicable. |

| Feature | Description |
|---|---|
| Call Answer | You can answer an incoming call by pressing the Headset key on the IP Deskphone or the Off Hook (Green) key on the adapter. After a call is answered, audio data flows between the IP Deskphone and the headset adapter through the USB port. |
| Outgoing Call | You can make an outgoing call by either pressing the Headset key on the IP Deskphone, or the Off Hook (Green) key on the adapter. When off hook, the IP Deskphone streams dial tone to the headset. The telephone number must be dialed using the key pad of the IP Deskphone. After a call is answered, audio data flows between the IP Deskphone and the headset adapter through the USB port. |
| Call Release | You can release an incoming call or an outgoing call by pressing either the On Hook (Red) key on the adapter, or the Release (Goodbye) key on the IP Deskphone. After a call is released, audio data between the IP Deskphone and the headset stops. |
| Call Mute | Pressing the **Mute** key on the adapter is equivalent to pressing the **Mute** key on the IP Deskphone. After processing the mute event, the voice path from the IP Deskphone to the far end is muted. Both the Mute LED on the IP Deskphone and the LED on the adapter are lit to indicate the call is muted. When unmuted, the voice path resumes and both LEDs go off. |
| Volume Up/Down | Pressing the Volume Up/Down key on the adapter is equivalent to pressing the Volume Up/Down key on the IP Deskphone. After processing the Volume Up/Down events, the system volume changes and affects the volume on the attached headset. |
| Audio Processing | Same as the wired headset. Audio quality is restricted to narrow band with mono voice channel only. |

The following table lists the Avaya USB adapter key mappings.

**Table 10: Avaya USB adapter key mappings**

| Keys on adapter | Keys on the IP Deskphone |
|---|---|
| Blue Key | Expand Key |
| Green Key | Headset Key |
| Red Key | Release Key |
| Mute Key | Mute Key |
| Volume Up/Down | Volume Up/Down |

The Blue key is mapped to the Expand key on the IP Deskphone. Therefore, pressing the Blue key invokes the Instant Messaging screen.

## Third–party USB headsets with HID

Both USB Audio and USB HID commands are supported. The two classes of third-party USB headsets are as follows:

- Plantronics CS50/CS60 Wireless USB headsets
- GN Netcom 9300 series wired and wireless USB headsets

The HID support of third-party USB headsets performs differently from the Avaya Headset. The headsets are independent devices with an internal state machine to control LED operations and headset behavior.

The following table lists the features of a third–party USB headset with HID support.

**Table 11: Third-party USB headset with HID support features**

| Feature | Description |
|---|---|
| Key Events | Both types of headsets have equivalent mechanisms to generate the following key events:<br>• On Hook<br>• Off Hook<br>• Mute<br>• Volume Up/Down<br>The headsets send the corresponding HID commands to the IP Deskphone to synchronize call processing operations. When the IP Deskphone receives these commands, the IP Deskphone maps them to the corresponding key events (except the |

| Feature | Description |
|---|---|
| | Volume Up/Down keys) as if the keys on the IP Deskphone are pressed.<br>If the corresponding keys on the IP Deskphone are used instead, the IP Deskphone sends the HID commands to the headsets to allow the headsets to update their internal state machine. |
| LEDs | Both types of headsets have LEDs on the base station for status indication. These LEDs are controlled by the headset base stations themselves according to their internal state machines. The IP Deskphone has no direct control of these LEDs. |
| Attached Indicator | Both types of headsets can have attached indications independent of the IP Deskphone operations.<br>The GN Netcom (Jabra) 9350 headset can take over 3 seconds to complete the enumeration process after the headset is attached to the IP Deskphone. During enumeration, the LEDs at the bottom of the base station flash. The enumeration process is complete only when there is a blink at the headset piece and the base LEDs become solid. |
| Back Light | Not applicable |
| Message Waiting | Not applicable |
| External Alerter | Not applicable |
| Incoming Call | When there is an incoming call, the IP Deskphone sends an alerting event to the headset. Each type of headset has different incoming call indications. |
| Caller ID Information | Not applicable |
| Call Answer | You can answer an incoming call by pressing the Headset key on the IP Deskphone or the Off Hook equivalent key on the headset. The IP Deskphone coordinates the key events from both sources and performs the necessary call processing operations. Call connected indications, if available, are autonomous within the headset to match its internal state. After a call is answered, audio data flows between the IP Deskphone and the headset through the USB. |

| Feature | Description |
|---|---|
| Outgoing Call | You can make an outgoing call by either pressing the Headset key on the IP Deskphone or the Off Hook equivalent key on the headset. When off hook, the IP Deskphone streams dial tone to the headset. This class of headset has no dial pad and the telephone number must be dialed using the key pad of the IP Deskphone. After the call is connected, voice data streams between the IP Deskphone and the headset. |
| Call Release | You can release an incoming call or an outgoing call by pressing either the Release (Goodbye) key on the IP Deskphone or the On Hook equivalent key on the headset. After a call is released, audio data stops between the IP Deskphone and the headset.<br>If you are using the Plantronic headset, to release a call, press and hold the answer/release toggle button for more than two seconds. |
| Call Mute | The mute key event is handled independently on the headset. The corresponding HID command is sent to the IP Deskphone to synchronize IP Deskphone status. Mute status indication on the headset is also independent. When muted, the headset streams blank audio to the IP Deskphone and the IP Deskphone also mutes the audio to the far end (double muted). |
| Volume Up/Down | This class of headsets manages volume changes locally whenever Volume Up/Down keys are pressed. Pressing the Volume Up/Down keys on the headset has no effect on system volume. The IP Deskphone ignores volume events from the headsets to avoid double volume changes. On the other hand, volume changes on the IP Deskphone change the system setting and indirectly affects the volume level on the headset. |
| Audio Processing | Same as the wired headset. Both headsets support Wideband audio. The IP Deskphone selects to use 16KHz audio to match the audio characteristics of the headset. |

## Analog Terminator Adapter for analog (500/2500-type) telephone or fax machine

SIP Software Release 3.x and later supports the Analog Terminator Adapter (ATA) which is connected using the USB port. An analog (500/2500-type) telephone or fax machine can be connected to the ATA to convert the IP Deskphone to an analog system. The ATA is treated as an USB Headset device by the IP Deskphone.

SIP Software 3.x and later supports On hook/Off hook and dial pad key events for HID support to allow the attached device to make outgoing calls directly without using the key pad on the IP Deskphone. If Calling Line ID (CLID) of the far-end is available, then the information is sent to the attached analog device. An analog (500/2500-type) telephone or fax machine that supports Calling Line ID displays the information on the screen.

The following table displays the characteristics of ATA.

**Table 12: Summary of ATA characteristics**

| Feature | Description |
|---|---|
| Key Events | In addition to On hook, Off hook events, dial pad digit events from the attached analog device are also supported. Key press events on the adapter are sent to the IP Deskphone through the USB. After the IP Deskphone receives these events, it maps them to the corresponding key events as if the keys on the IP Deskphone are pressed. |
| LEDs | Not applicable. |
| Attached Indicator | Not applicable. |
| Back Light | Not applicable. |
| Message Waiting | Not applicable. |
| External Alerter | Not applicable. |
| Incoming Call | When there is an incoming call, the IP Deskphone sends an alerting event to the adapter. The adapter produces the ring tones for the attached analog device to indicate there is an incoming call on the IP Deskphone. |
| Caller ID Information | Caller ID, if available, is also sent to the adapter. The adapter sends the CLID to the attached analog device for display. |
| Call Answer | You can answer an incoming call by pressing the Headset key on the IP Deskphone or the |

| Feature | Description |
|---|---|
|  | Off Hook key on the attached analog device. After a call is answered, the adapter converts the digital voice data to analog and sends it to the attached analog device. |
| Outgoing Call | You can make an outgoing call by either using the Headset key on the IP Deskphone or the Off Hook key on the attached analog device. When off hook, the IP Deskphone streams dial tone to the adapter. The telephone number can be dialed using the key pad of the IP Deskphone or the key pad of the analog device. After a call is answered, the adapter converts the digital voice data to analog and sends it to the attached analog device. |
| Call Release | You can release an incoming call or an outgoing call by either pressing the Release (Goodbye) key on the IP Deskphone or On Hook key on the analog device. |
| Call Mute | The analog device may have a mute key to stop voice transmission; however, the Mute key event on the analog device is not supported. |
| Volume Up/Down | The Volume Up/Down key on the analog device, if available, is independent of the IP Deskphone operation. |
| Audio Processing | Same as the wired headset. Audio quality is restricted to narrow band with mono voice channel only. |

# Chapter 7: Making a call

This section describes the methods you can use to make a call. You can make a call from your IP Deskphone using one of the following:

- Making a call using off-hook dialing
- Making a call using on-hook dialing

You can also initiate a call while using one of the following features:

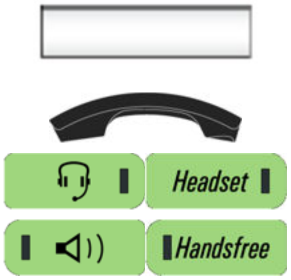
- The Address Book
- Call Inbox on page 125
- Call Outbox
- Instant Messaging on page 141

When an outgoing call fails to connect to the destination, one of the following messages appears:

- Declined, Temporarily unavailable
- Declined, Cannot find user

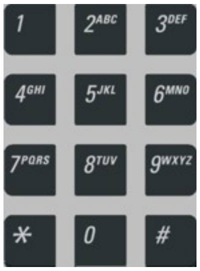
## Making a call using off-hook dialing

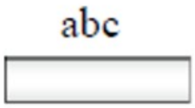
### To make a call using off-hook dialing:



1. Make a call by using one of the following off-hook dialing methods:
   - Press the **Line** feature key
   - Lift the handset
   - Press the **Headset** fixed key
   - Press the **Handsfree** fixed key

The IP Deskphone produces a dial tone.



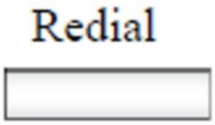


2. You can make a call using one of the following methods:

   - Enter the phone number or SIP address by using the dialpad.

     **Note:**

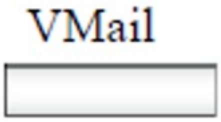
     The **abc/123** context-sensitive soft key toggles between alphabetic and numeric input.



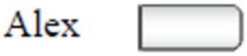
   - Press the **Redial** context-sensitive soft key to dial the last dialed number.

     **Note:**

     The **Redial** context-sensitive soft key only appears if a number or address was previously entered.



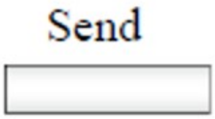
   - Press the **Msgs** context-sensitive soft key and then select **Voice Mail** from the **Messages** menu to access your voice mail.



   - Press the **Speed dial** feature key that you programed to call with a commonly used or important phone number or SIP address.

     **Note:**

     You can program a feature key to use as a shortcut to dial a number or a SIP address. For more information, see Feature keys on page 178.



3. Press the **Send** context-sensitive soft key to immediately initiate the call.

   **Note:**

   The IP Deskphone automatically initiates a call shortly after you enter the SIP address or phone number.

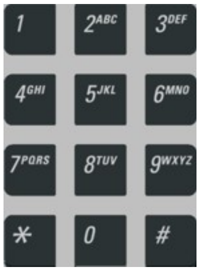
## Making a call using on-hook dialing

You can make a call by using on-hook dialing. Enter the SIP address or the phone number before going off-hook.

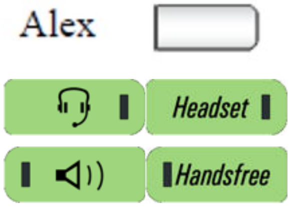
**Note:**

When you use this method, you cannot toggle between alphabetic or numeric input.

### To make a call using on-hook dialing:

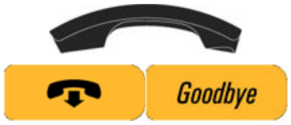

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

1. Dial the number or SIP address.


Alex
Headset
Handsfree

2. Continue the call by using one of the following methods:

- Press the **line** feature key.
- Press the **Headset** fixed key.
- Press the **Handsfree** fixed key.



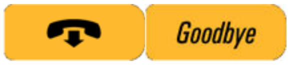
3. To terminate the call, choose one of the following:

- Replace the handset into the cradle.
- Press the **Goodbye** key.

## Using handsfree calling

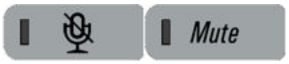
While on an active call, you can switch between the handset, headset, and handsfree mode.

### To end a handsfree call:



Press the **Goodbye** key.

### To mute a handsfree call:

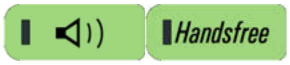


1. Press the **Mute** key.
   The LED indicator lights.
2. Press the **Mute** key again to return to a two-way handsfree conversation.

### To switch from the handsfree to handset mode:

Lift the handset.

### To switch from the handset mode to handsfree mode:

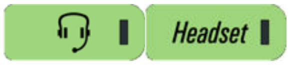


1. Press the **Handsfree** key.
The LED indicator lights with a solid red light.

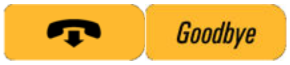
2. Replace the handset.

### To use a headset:

1. Connect the headset to the headset jack.

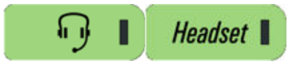


2. Press the **Headset** key.
The LED indicator lights.



3. Press the **Goodbye** key or press the button on the wireless headset, if equipped, to release a call.

### To switch from handsfree to headset:



Press the **Headset** key.
The LED indicator lights.

## Using Call Subjects

You have the option of sending a Call Subject when you initiate a call to a contact. Use this feature to indicate to the contact the reason for the call. The IP Deskphone contact displays a message, such as “**Weekly report call**” or “**Daily status**” when they receive the call. You can select a subject from a list you create.

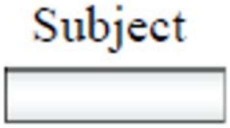
For more information, see Managing Call Subjects on page 97, or you can create a new subject.

**Note:**

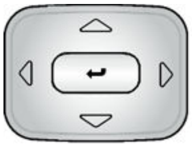
The Call Subject feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.

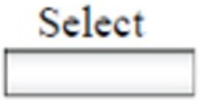
Whenever you initiate a call by using off-hook dialing, the **Subject** context-sensitive soft key appears as an option to use. You can select a Call Subject from a list or create a new Call Subject to send.

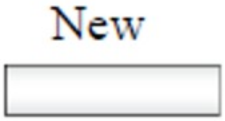
### To enter a call subject from a list:



1. Press the **Subject** context-sensitive soft key to send a Call Subject with the call you are making. A list of Call Subjects appears on the telephone display screen.

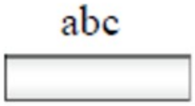




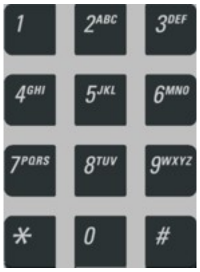


2. Choose one of the following:

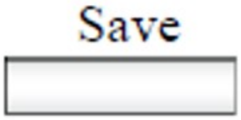
- Press the **Up/Down** navigation key to highlight the Call Subject you want to use and press the **Select** context-sensitive soft key. The IP Deskphone sends the Call Subject to the contact you are calling.
- Press the **New** context-sensitive soft key to create a new Call Subject that is not on the list.

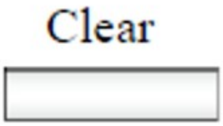


3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.



4. Use the dialpad to enter the Call Subject.



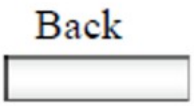


5. Choose one of the following:

- Press the **Save** context-sensitive soft key to continue.
- Press the **Clear** context-sensitive soft key to clear the text.
- Press the **Back** context-sensitive soft key to return to the previous menu.

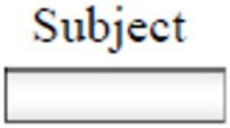
**Note:**

When you select a subject from this list, it appears on the screen before you send the call.

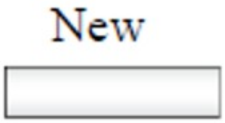


If you want to change that subject press the **Subject** context-sensitive soft key to return to the Call Subject menu. You now have the option to select **No** to a Call Subject.

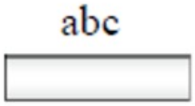
## To create a new call subject while initiating a call:



1. Press the **Subject** context-sensitive soft key to send a Call Subject with the call you are making.



2. Press the **New** context-sensitive soft key to create a new Call Subject.

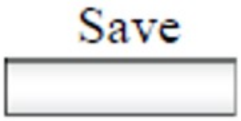


3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.

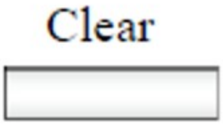
1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

4. Use the dialpad to enter the new Call Subject for the contact.

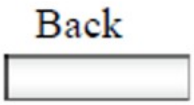
5. Choose one of the following:



- Press the **Save** context-sensitive soft key to save the new Call Subject and use it with the call.



- Press the **Clear** context-sensitive soft key to clear the text.



- Press the **Back** context-sensitive soft key to return to the previous menu without sending the new Call Subject.

**Note:**

Press the **Back** context-sensitive soft key to return to the previous menu without sending the new Call Subject.

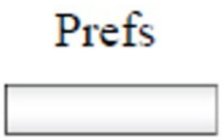
# Managing Call Subjects

You can create a list of Call Subjects to have ready to use when you initiate a phone call. The number of Call Subjects that are stored on the IP Deskphone depends on how the IP Deskphone was initially configured. You can modify, delete, and add Call Subjects while the IP Deskphone is in the idle state.

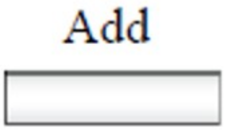
## Adding a Call Subject

You can add a Call Subject while the IP Deskphones is idle.

**To add a Call Subject while the IP Deskphone is idle:**



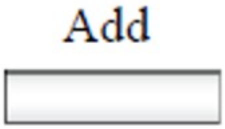
1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and then select **Call Subject** from the menu.



2. Press the **Add** context-sensitive soft key to create new Call Subject.

**Note:**

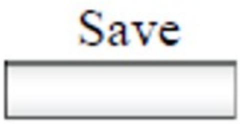
If the Call Subject list is full, then the option to add a new Call Subject is not available. In this situation, you need to delete a Call Subject before you can add the new Call Subject.



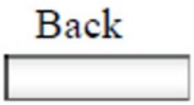
3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

4. Use the dialpad to enter the new Call Subject.



or



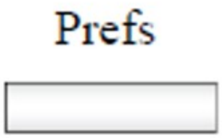
5. Choose one of the following:

- Press the **Save** context-sensitive soft key to add the new Call Subject.
- Press the **Back** context-sensitive soft key to return to the previous menu without adding a new Call Subject.

## Deleting a Call Subject

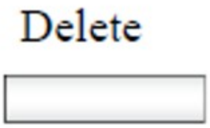
You can delete a Call Subject while the IP Deskphone is idle.

**To delete a Call Subject while the IP Deskphone is idle:**

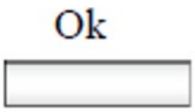


1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and then select Call Subject from the menu.

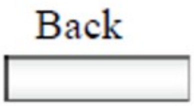
2. Press the **Up/Down** navigation key to scroll through and highlight the Call Subject to delete



3. Press the **Delete** context-sensitive soft key to delete the selected Call Subject.
A confirmation screen appears with the question, `Delete call subject?`



or



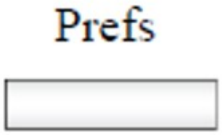
4. Choose one of the following:

- Press the **Ok** context-sensitive soft key to confirm the deletion of the Call Subject.
- Press the **Back** context-sensitive soft key to not delete the Call Subject and return to the previous menu.

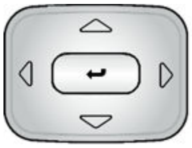
# Editing a Call Subject

You can edit a Call Subject while the IP Deskphone is idle.

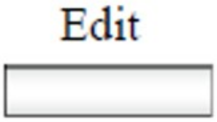
### To edit a Call Subject while the IP Deskphone is idle:



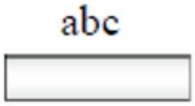
1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and then select **Call Subject** from the menu.



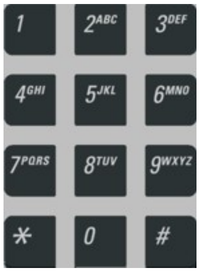
2. Press the **Up/Down** navigation key to scroll through and highlight the Call Subject to edit.



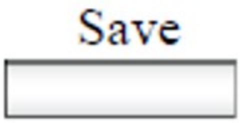
3. Press the **Edit** context-sensitive soft key to edit the selected Call Subject.



4. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.



5. Use the dialpad to edit the Call Subject.



or

6. Choose one of the following:

- Press the **Save** context-sensitive soft key to confirm the changes.
- Press the **Back** context-sensitive soft key to return to the previous menu without editing the Call Subject.

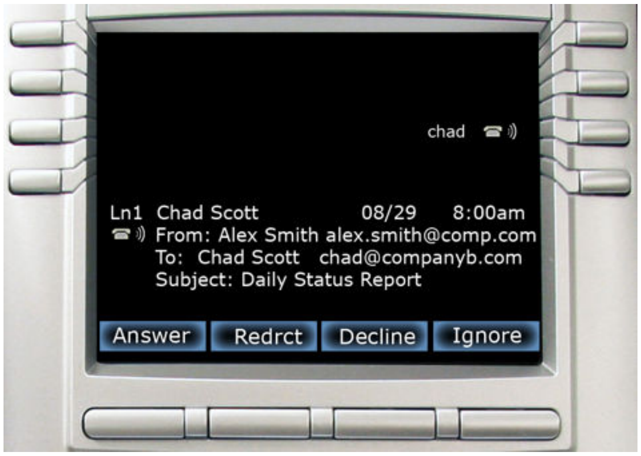
Back

# Chapter 8: Receiving a call

When you receive a call, you are typically notified by the alerting ring, and the incoming caller identification appears on the LCD screen. The incoming call forces the screen to exit active menu activities and takes precedence over a pop-up Instant Message (IM).

## Caller identification

When you receive an incoming SIP call, the Caller ID information appears on the telephone display screen. When you receive a call from a contact that is entered in the IP Deskphone Address Book, the caller information appears as it is in the Address Book, as shown in the following example.



Ln1 Chad Scott 08/29 8:00am
☎ From: Alex Smith alex.smith@comp.com
To: Chad Scott chad@companyb.com
Subject: Daily Status Report

**Figure 20: Incoming call screen**

You can restrict the information displayed for incoming calls or for calls you make. For more information, see Configuring Privacy settings on page 205.

When you receive an incoming call, you can do one of the following:

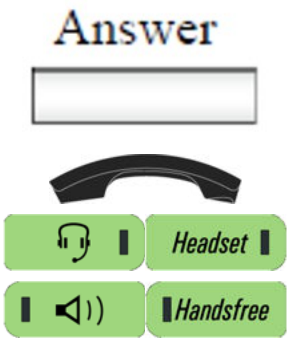
- Answer an incoming call. See Answering an incoming call on page 102.
- Redirect an incoming call. See Redirecting an incoming call on page 102.
- Decline an incoming call. See Declining an incoming call on page 104.
- Ignore an incoming call. See Ignoring an incoming call on page 108.

- Receive an intercom call. See Receiving intercom calls on page 110.
- Receive paging calls. See Receiving paging calls on page 110.

## Answering an incoming call

When you can answer an incoming call, you can choose one of four methods.

**To answer an incoming call:**



Choose one of the following:

- Press the **Answer** context-sensitive soft key that activates a Handsfree call.
- Lift the handset.
- Press the **Headset** fixed key.
- Press the **Handsfree** fixed key.
- Press the line appearance key.

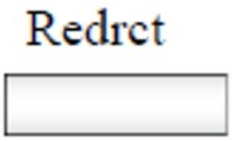
## Redirecting an incoming call

When you receive a call, you can choose to redirect the call to another destination without answering the call.

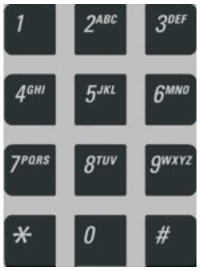
To redirect a call, press the **Redrct** context-sensitive soft key. To enter a SIP address or phone number where you want the call redirected, use one of the following methods:

- Enter the SIP address or phone number by using the dialpad.
- Select a contact from the Address Book, Call Inbox, or Call Outbox.

**To redirect an incoming call by using the dialpad:**



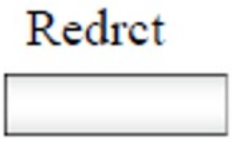
1. Press the **Redrct** context-sensitive soft key to redirect an incoming call.
The LCD screen prompts you to enter an address to which you want the call directed.

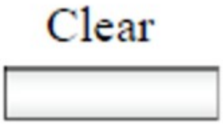


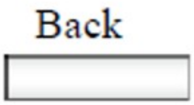
2. Use the **Dialpad** to enter a phone number or SIP address.

**Note:**

Do not use the # key to end dialing when you redirect a call. The call returns a busy signal and does not connect.



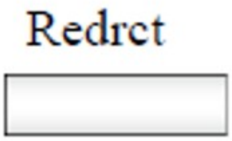




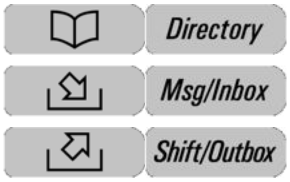
3. To redirect the call to the address you enter, choose one of the following:

- Press the **Redrct** context-sensitive soft key.
- Press the **Clear** context-sensitive soft key to clear the entry.
- Press the **Back** context-sensitive soft key to return to the **Incoming Call** screen without redirecting the call.

## To redirect a call by using the Address Book, Call Inbox, or Call Outbox:

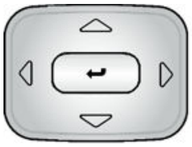


1. Press the **Redrct** context-sensitive soft key to redirect an incoming call.

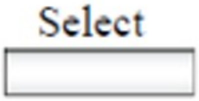


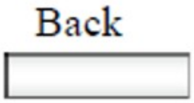
2. To select a SIP address to redirect the call, do one of the following:

- Press the **Directory** fixed key to choose a SIP address from the Address Book.
- Press the **Msg/Inbox** fixed key to choose a SIP address from the Call Inbox.
- Press the **Shift/Outbox** fixed key to choose a SIP address from the Call Outbox.



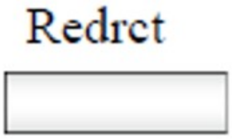
3. Press the **Up/Down** navigation key to highlight a SIP address contact.





4. Choose one of the following:

- Press the **Select** context-sensitive soft key to select the highlighted SIP address.
- Press the **Back** context-sensitive soft key to return to the previous screen.



5. Press the **Redrct** context-sensitive soft key to redirect the incoming call to the selected address.

## Declining an incoming call

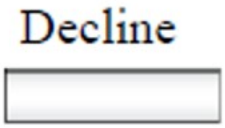
You can decline an incoming call by pressing the **Decline** context-sensitive soft key. You can decline a call with or without giving a reason. You can create custom decline reasons, and you have the option of selecting one. If you do not choose a custom decline reason, the IP Deskphone sends the default message: `User has declined call`.

**Note:**

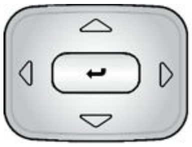
The Call Decline feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.

The treatment that an incoming call receives when Call Decline is invoked depends upon the call server. In a SIP environment, the caller receives a Call Declined message, and they no longer hear ring back. In a non-SIP environment, the caller can continuously hear a ring back.

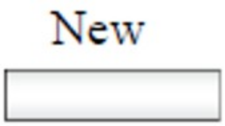
### To decline an incoming call:



1. Press the **Decline** context-sensitive soft key to decline an incoming call.



2. Choose one of the following:
- Press the **Up/Down** navigation key to highlight a Decline Call Reason.
- Press the **New** context-sensitive soft key to create a new decline reason to send. For more

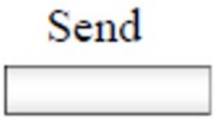


information, see Creating a new Call Decline reason during an incoming call on page 105.

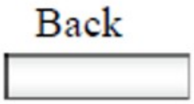
**Note:**

Highlight **None** to use the default system message `User has declined call.`

3. Choose one of the following:



- Press the **Send** context-sensitive soft key to send the selected decline reason to the caller.

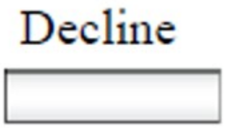


- Press the **Back** context-sensitive soft key to abort the call decline and return to the incoming call screen.

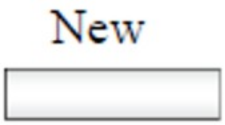
## Creating a new Call Decline reason during an incoming call

You can create an new Call Decline reason during an incoming call.

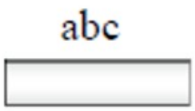
### To create a new Call Decline reason during an incoming call



1. Press the **Decline** context-sensitive soft key to decline an incoming call.



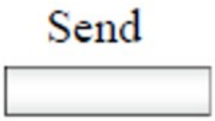
2. Press the **New** context-sensitive soft key to create a new custom decline reason.

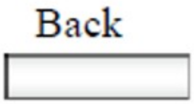


3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

4. Use the **Dialpad** to enter a new Call Decline reason.





5. Choose one of the following:

- Press the **Send** context-sensitive soft key to send the new custom decline reason to the caller.

  **Note:**

  The IP Deskphone adds the new reason to the list of Decline Call Reasons for future use.

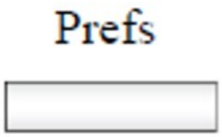
- Press the **Back** context-sensitive soft key to return to the initial **Decline Call** screen.

# Managing Call Decline Reasons

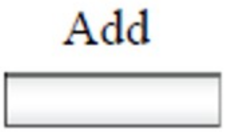
You can create Call Decline Reasons that you can access when you want to decline an incoming call. Also, you can edit and delete Call Decline Reasons from the list of Call Decline Reasons you create.

## Create a new Call Decline Reason

### To create and add a new a Call Decline Reason:



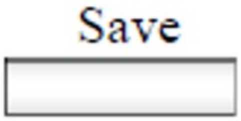
1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and then choose **Call Decline Reasons** from the menu.

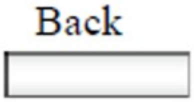


2. Press the **Add** context-sensitive soft key to add a new Call Decline Reason to the list of available Call Decline Reasons.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

3. Use the dialpad to enter the new Call Decline Reason for the contact.





4. Choose one of the following:

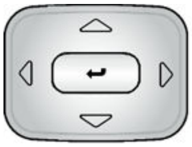
- Press the **Save** context-sensitive soft key to save the new Call Decline Reason.
- Press the **Back** context-sensitive soft key to return to the previous menu without saving the new Call Decline Reason.

**Note:**

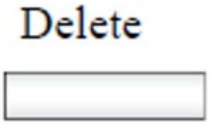
The IP Deskphone saves the new Call Decline Reason to the list of Call Decline Reasons for later use.

## Delete a Call Decline Reason

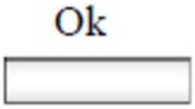
### To delete a Call Decline Reason:

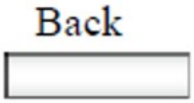


1. Press the **Up/Down** navigation key to scroll through and highlight the Call Decline Reason to delete.



2. Press the **Delete** context-sensitive soft key to delete the selected Call Decline Reason.
A confirmation screen appears with the question `Delete Decline Reason?`



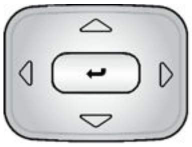


3. Choose one of the following:

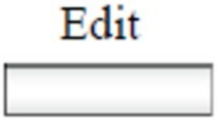
- Press the **Ok** context-sensitive soft key to confirm the deletion of the Call Decline Reason.
- Press the **Back** context-sensitive soft key to return to the previous menu without deleting the Call Decline Reason.

## Edit a Call Decline Reason

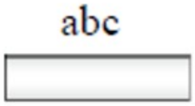
### To edit a Call Decline Reason:



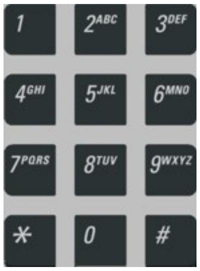
1. Press the **Up/Down** navigation key to scroll through and highlight the Call Decline Reason to edit.



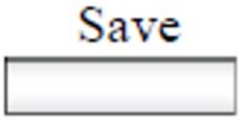
2. Press the **Edit** context-sensitive soft key to edit the selected Call Decline Reason.

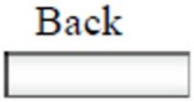


3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.



4. Use the dialpad to edit the Call Decline Reason.





5. Choose one of the following:
   - Press the **Save** context-sensitive soft key to confirm the changes.
   - Press the **Back** context-sensitive soft key to return to the previous menu without editing the Call Decline Reason.

## Ignoring an incoming call

You can terminate an incoming call alert without answering the call or sending a Decline Call reason by pressing the **Ignore** context-sensitive soft key or by pressing the **Goodbye** fixed key. The caller continues to hear the ringing tone but is unaware that you are ignoring the call.

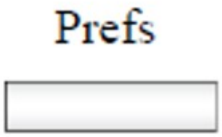
You can configure the Call Ignore feature to either Local or Network. When Call Ignore is configured to Local, only that IP Deskphone is affected, and it stops ringing when you press the **Ignore** context-sensitive soft key. When Call Ignore is configured to Network and you press the **Ignore** context-sensitive soft key, the IP Deskphone stops ringing, and a message is sent to the network indicating that you are busy at all SIP IP Deskphones you are logged on to, and that server should stop trying to contact you.

To configure the Ignore feature to Local or Network press the **Prefs** context- sensitive soft key, select **Feature Options**, and then select **Call Ignore Action** from the menu. Press the **Change** context-sensitive key to change the Call Ignore setting to either Call Ignore: Local, or Call Ignore: Network.

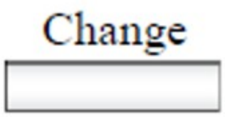
**Note:**

When you are on active call and you receive an incoming call, do not press the **Goodbye** fixed key to ignore an incoming call. If you press the **Goodbye** fixed key, the current call disconnects. Press the **Ignore** context-sensitive soft key to ignore the incoming call.

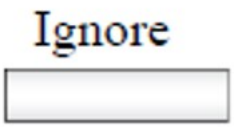
## To ignore an incoming call:

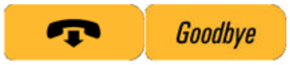


1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and then select **Call Ignore Action** from the menu.



2. Press the **Change** context-sensitive key to change the Call Ignore setting to either Call Ignore: Local or Call Ignore: Network





3. To terminate an incoming call alert and ignore the incoming call, do one of the following:

- Press the **Ignore** context-sensitive soft key to terminate an incoming call.
- Press the **Goodbye** fixed key when you are not on an active call.

## Receiving intercom calls

Your IP Deskphone can be part of an intercom group. After you receive a call from the intercom group, the following occurs:

- You receive a call notification and the IP Deskphone rings; the display is similar to the display of a normal call.
- The IP Deskphone auto-answers the intercom call on handsfree after the configured number of seconds pass by.
- The IP Deskphone auto-answers only if you do not answer the call within the configured time limit.
- If you are on an active call, the IP Deskphone does not auto-answer the incoming intercom call.

## Receiving paging calls

Your IP Deskphone can be part of a paging group. After you receive a call from the paging group, the following happens:

- The display on the screen includes a <<Paging>> tag, the From header, and optional subject.
- The IP Deskphone establishes a one-way speech path between the IP Deskphone and the caller; that is, you can only hear the call, you cannot respond.
- The IP Deskphone does not display context-sensitive soft keys.
- The IP Deskphone blocks all key events, such as line keys and digit keys, except for the Volume up and down keys, the Mute on and off key, and the Release key (Goodbye key).
- If you are on an active call, the IP Deskphone does not auto-answer the page call.
- While the page call is active, Do Not Disturb (DND) is enabled on the IP Deskphone; the IP Deskphone does not accept other incoming calls until the page call ends.
- If you are in the process of making an outgoing call and a page call comes in, the IP Deskphone ends the outgoing call and auto-answers the page call.

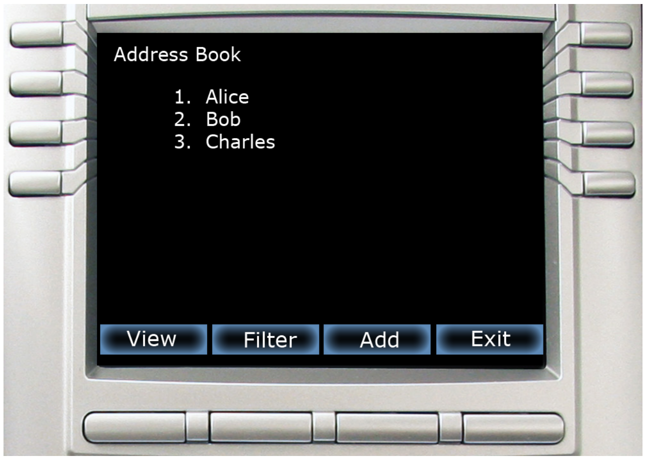
# Chapter 9: The Address Book

The Address Book is a personal directory of contacts from which you can make a phone call or send an Instant Message (IM).You can access the Address Book while on a call and start a new call from the highlighted contact. You can use the Address Book for the following:

- Viewing the Address Book on page 111
- Initiating a call from the Address Book on page 112
- Adding a contact to your Address Book on page 113
- Editing a contact in your Address Book on page 115
- Copying information to the Address Book on page 117
- Searching for a contact in the Address Book on page 119

## Viewing the Address Book

To access the Address Book, press the **Directory** fixed key or press the **View** soft key, and then select **Address Book** from the menu. The following figure shows the main Address Book screen.



Address Book

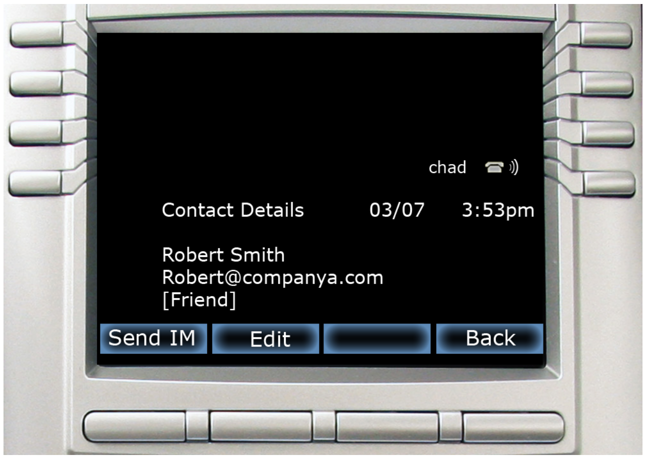
1. Alice
2. Bob
3. Charles

**Figure 21: The Address Book**

To view information about a contact, use the navigation button to highlight a name and then press the **View** soft key. The name, SIP address, organization name, organization code, location, and designation of contact as Friend or not appears, as shown in the following example .

**Note:**

If information for fields such as the organization name, organization code, and location has not been entered for the contact, then those fields are not displayed.



chad

Contact Details 03/07 3:53pm

Robert Smith
Robert@companya.com
[Friend]

**Figure 22: Contact details**

When you view the details of a contact, you can:

- Call the contact. See Initiating a call from the Address Book on page 112.
- Send an IM. See Composing an Instant Message on page 144.
- Edit the contact information. See Editing a contact in your Address Book on page 115.

# Initiating a call from the Address Book

You can initiate a call directly from your IP Deskphone Address Book.

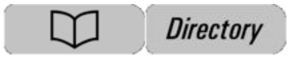
**Note:**

If your service provider requires that a Directory Number (DN) be used to initiate a call, the Address Book entry must have the DN to initiate a call.

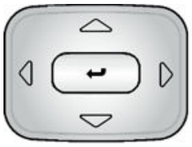
First, go off-hook by using one of the methods described in the section Making a call using off-hook dialing on page 91. If needed, you can add a Call Subject. For more information, see Using Call Subjects on page 94.

You can also access the Address Book while on an active call and initiate a new call. The IP Deskphone automatically places the active call on hold when you initiate a new call.

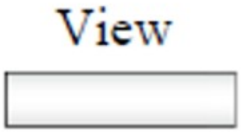
To initiate a call to a contact stored in the Address Book:



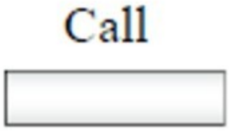
1. Press the **Directory** fixed key to select a contact from the Address Book to call.

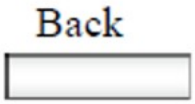


2.Press the **Up/Down** navigation key to highlight a contact on the list.



3. Press the **View** context-sensitive soft key to make a call to the contact.





4. Choose one of the following:

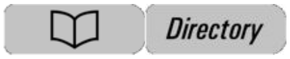
- Press the **Call** context-sensitive soft key to make a call to the contact.
- Press the **Back** context-sensitive soft key to return to the off-hook screen.

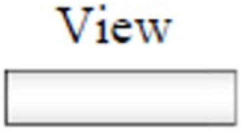
---

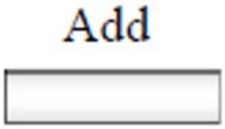
## Adding a contact to your Address Book

You can add a new contact to the Address Book of the Avaya 1165E IP Deskphone.

### To add a contact to your Address Book:

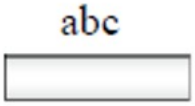




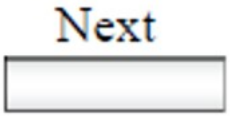


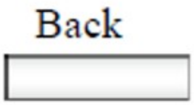
1. Choose one of the following:

- Press the **Directory** fixed key.
- Press the **View** soft key, select **Address Book** from the menu, and then press the **Add** soft key.



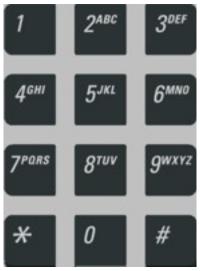
2. Press the **abc/123** soft key to toggle between alphabetic and numeric characters.





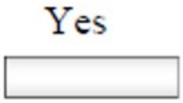
3. Choose one of the following:

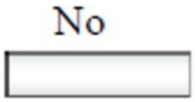
- Use the dialpad to enter a name for the new contact and press the **Next** soft key to continue.
- Press the **Back** soft key to return to the previous menu.



4. Use the dialpad to enter to enter information for each of these fields. Press the **Next** soft key after each entry to continue or press the **Back** context-sensitive soft key to return to the previous menu.

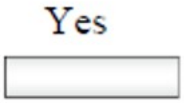
- a phone number or SIP address (URI) for the new contact
- organization name (optional) — maximum of 30 characters
- organization code (optional) — maximum of 5 characters
- geographic location (optional) — maximum of 30 characters

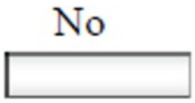


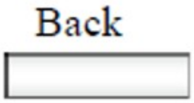


5. Choose one of the following:

- Press the **Yes** context-sensitive soft key to designate the contact as a friend.
- Press the **No** context-sensitive soft key if you do not want to designate the contact as a friend.

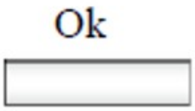






6. Do one of the following to complete the entry:

- Press the **Yes** soft key to add the contact to a group and then select the group.
- Press the **No** soft key if you do not want the contact added to a group.
- Press the **Back** soft key to return to the previous menu.

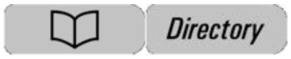


7. Press the **Ok** soft key to complete the entry and return to the Address Book menu.

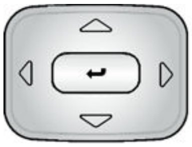
# Editing a contact in your Address Book

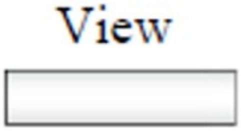
You can edit a contact in your Address Book.

**To edit a contact in your Address Book:**

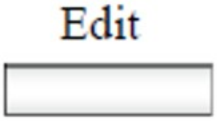


1. Press the **Directory** fixed key:

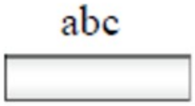




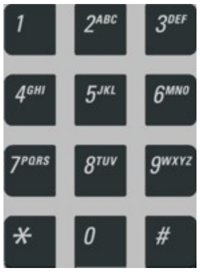
2. Press the **Up/Down** navigation key to highlight the contact you want to edit, and then press the **View** soft key.



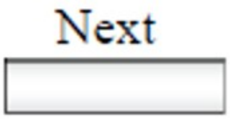
3. Press the **Edit** soft key to edit the contact information.

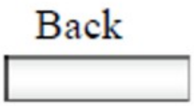


4. Press the **abc/123** soft key to toggle between alphabetic and numeric characters.



5. Use the dialpad to enter new information for the contact.



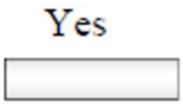


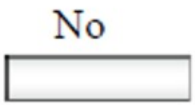
6. Choose one of the following:

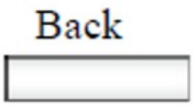
- Press the **Next** soft key to continue.
- Press the **Back** soft key to return to the previous menu.

**Note:**

If you only need to change one field for the contact, press the **Next** soft key without making changes.





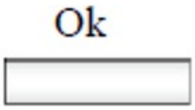


7. Do one of the following:

- Press the **Yes** soft key to designate the contact as a friend and return to the address menu screen.
- Press the **No** soft key if you do not want a contact designated as a friend and return to the address menu screen.

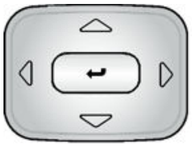
  **Note:**

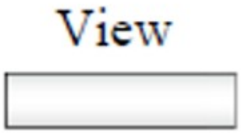
  If the contact is already designated as a friend, then the question `Remove from friends?` appears. Press the **Yes** soft key to remove the contact from your friends list or press the **No** soft key to keep the contact on your friends list.
- Press the **Back** soft key to return to the previous menu.



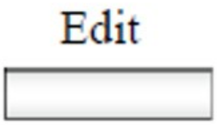
8. Press the **Ok** soft key to complete the entry and return to the previous menu.

## To delete a contact from your Address Book:

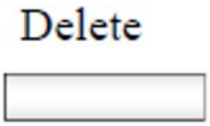




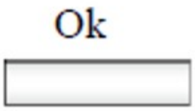
1. While in the Address Book, press the **Up/ Down** navigation key to highlight the contact you want to delete and press the **View** context-sensitive soft key.

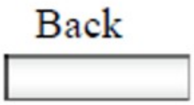


2. Press the **Edit** context-sensitive soft key to access the contact information.



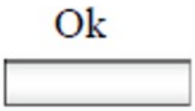
3. Press the **Delete** context-sensitive soft key to completely delete the contact from the Address Book.





4. Choose one of the following:

- Press the **Ok** context-sensitive soft key to confirm.
- Press the **Back** context-sensitive soft key to return to the previous menu.



5. Press the **Ok** context-sensitive soft key to complete the procedure and return to the Address Book.

## Copying information to the Address Book

To copy information from the **Call Inbox** or the **Call Outbox** screen to the Address Book, use the **Copy** fixed key.

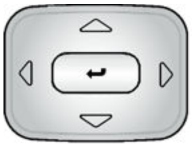
**Note:**

If you press the **Copy** fixed key while in idle mode, the message

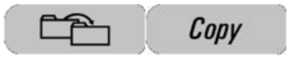
`No content selected for copying`

appears on the screen. This message does not appear when an IM pop-up appears.

### To copy a contact to the Address Book:

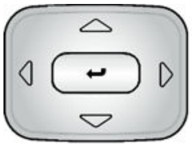


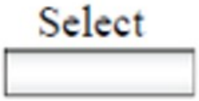
1. Press the **Up/Down** navigation key to highlight the contact in the Call Inbox or Call Outbox that you want to add to your Address Book and press the **Copy** fixed key.



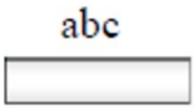
A new screen appears offering the following destinations for the contact information:

- 1. Address Book
- 2. Speed Dial Key
- 3. Send IM Key
- 4. Call Forward Key

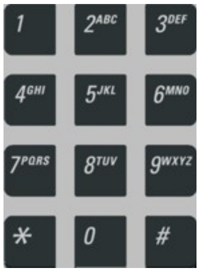




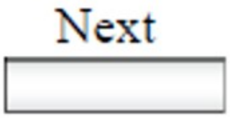
2. Press the **Up/Down** navigation key to highlight the Address Book and press the **Select** soft key.

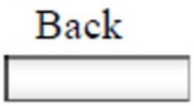


3. Press the **abc/123** soft key to toggle between alphabetic and numeric characters.



4. Use the dialpad to enter a name for the new entry.





5. Choose one of the following:

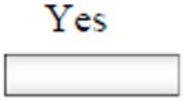
- Press the **Next** soft key to continue.
- Press the **Back** soft key to return to the previous menu.

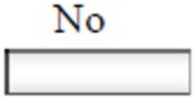
**Note:**

If you do not need to change the name for the contact, press the **Next** soft key.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

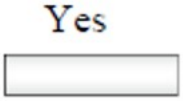
6. Use the dialpad to enter a new phone number or new SIP address, organization name, organization code, and location for the contact.
Press the **Next** soft key after each entry to continue or press the **Back** context-sensitive soft key to return to the previous menu.

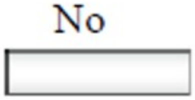


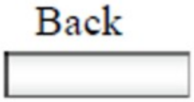


7. Choose one of the following:

- Press the **Yes** soft key to designate the contact as a friend.
- Press the **No** soft key if you do not want to designate the contact as a friend and return to the address menu screen.

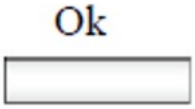






8. Do one of the following:

- Press the **Yes** soft key to add the contact to a group and then select the group for the contact to be added.
- Press the **No** soft key if you do not want a contact designated as a friend and return to the address menu screen.
- Press the **Back** soft key to return to the previous menu.



9. Press the **Ok** soft key to complete the entry and return to the previous menu.

## Searching for a contact in the Address Book

When you access the IP Deskphone Address Book you can perform a search for a contact using one of the following methods:

- **Index Search** — performs a search based on the index number you enter.

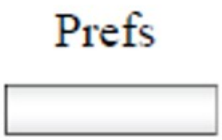
  When entering an index number larger than 9, you must enter the next digit quickly to move to that item on the list. For example, if the address you need is item 28 on the list, you must enter the digit 8 quickly after entering the digit 2. The found contact is highlighted and then opened.

- **1st Character Search** — performs a search based on the first character you enter. For example, to search for a contact whose name begins with the letter d, using the dialpad, press the ***d*** (3) key on the dialpad. The first entry in the Address Book that begins with the letter d appears.
- **Name Search** — performs a search based on the name you enter. To search for a specific name in your personal Address Book, enter the name by using the dialpad. You can enter a maximum of 8 characters.

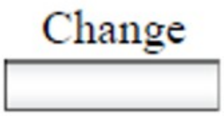
**Note:**

1st Character Search and Name Search are not case-sensitive.

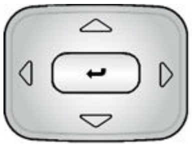
To change the method the IP Deskphone uses to search:



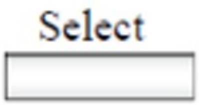
1. Press the **Prefs** soft key, select **Misc Options**, and then highlight **Search Method** from the menu.



2. Press the **Change** soft key.



3. Press the **Up/Down** navigation key to highlight the Search Method you want to use as the default when you search for a contact:
   - Index Search
   - 1st Character Search
   - Name Search



4. Press the **Select** soft key to select a search method, and then return to the previous menu.

## Using the Search feature in the Address Book

To search for a contact while accessing your personal Address Book, use the dialpad to enter the search information. For example:

- Index Search—to search for a contact by using the Index Search method, enter the index number. When entering an index number larger than 9, you must enter the next digit quickly to move to that item on the list. For example, if the address you need is item 28 on the list, you must enter the digit 8 quickly after entering the digit 2.
- 1st Character Search—to search for a contact whose name begins with the letter d, using the dialpad, press the d (3) key on the dialpad. The first entry in the Address Book that begins with the letter d appears.
- Name Search—to search for a specific name in your personal Address Book, enter the name by using the dialpad.

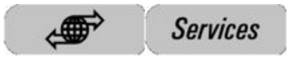
# Using the Search feature

You can search for a contact that is in your IP Deskphone Address Book (Local Search) or for a contact in a directory that is stored on the call server (Global Search). You can save a contact name and SIP address found on the call server to your personal Address Book stored in your IP Deskphone.

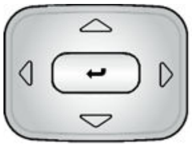
## Using Local Search

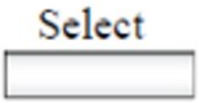
You can perform a local search for a contact that is stored in your Address Book.

### To perform a local search for a contact stored in your Address Book:

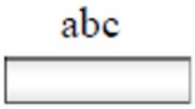


1. Press the **Services** fixed key, select **Search**, and then select **Local Search** from the menu.

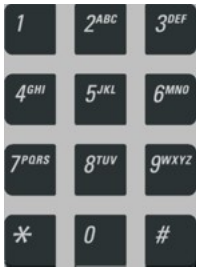




2. Press the **Up/Down** navigation key and then press the **Select** context-sensitive soft key to choose a search criteria:
   - User Name
   - Name
   - Phone Number

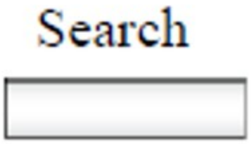


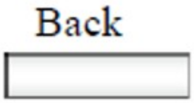
3. Press the **abc/123** soft key to toggle between alphabetic and numeric characters.



4. Use the dialpad to enter the search information for the contact.
Press the left arrow to delete characters; press the right arrow to enter a space.

> **Note:**
>
> The search is not case-sensitive.

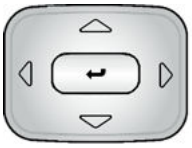


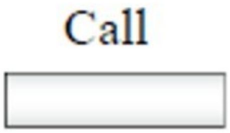


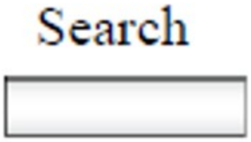
5. Choose one of the following:

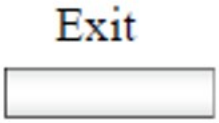
- Press the **Search** soft key.
- Press the **Back** soft key to return to the previous menu.

> **Note:**
>
> When the search is unsuccessful, the following message appears:
> `No entries found for <search criteria>`.



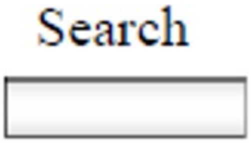






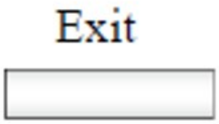
6. When a search result is successful, you can do one of the following:

- Press the **Up/Down** navigation key to highlight a contact, from the search result and press the **Call** soft key to initiate a call.
- Press the **Search** soft key to start a new search.
- Press the **Exit** soft key to return to the idle screen.



7. When a search result is not successful, you can do one of the following:

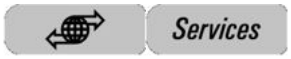
- Press the **Search** soft key to return to the search menu and begin a new search.
- Press the **Exit** soft key to return to the idle screen.



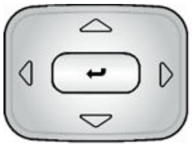
## Using Global Search

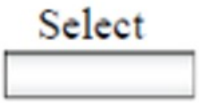
You can perform a global search for a contact.

### To perform a global search for a contact:



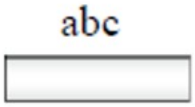
1. Press the **Services** fixed key, select **Search**, and then select **Global Search** from the menu.



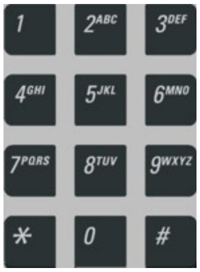


2. Press the **Up/Down** navigation key and then press the **Select** soft key to choose a search criteria:

- User Name
- Name
- First Name
- Last Name
- Phone Number



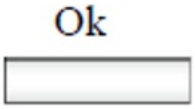
3. Press the **abc/123** soft key to toggle between alphabetic and numeric characters.



4. Use the dialpad to enter the search information for the contact.
Press the left arrow to delete characters; press the right arrow to enter a space.

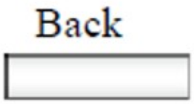
**Note:**

The search is not case-sensitive.



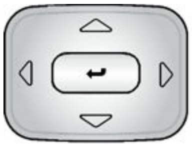
5. Choose one of the following:

- Press the **Ok** soft key.
- Press the **Back** soft key to return to the previous menu.

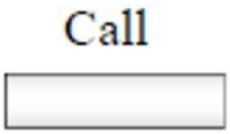


**Note:**

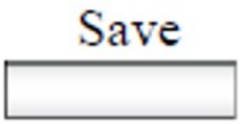
When the search is unsuccessful, the following message appears: `No entries found for <search criteria>`.



6. When a search result is successful you can do one of the following:

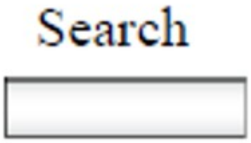


- Press the **Up/Down** navigation key to highlight a contact from the search result and press the **Call** soft key to initiate a call.



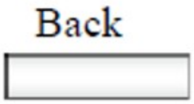
- Press the **Save** soft key to save the caller information to the Address Book.

A confirmation screen appears. You can edit the name you save in the Address book. Press the **Save** soft key to accept the entry. Press the **Yes** soft key or the **No** soft key to designate whether the new entry is a friend. The phone saves the entry to the Address Book and returns you to the Inbox screen.

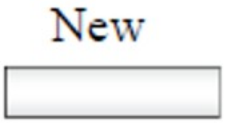


7. Choose one of the following:

- Press the **Search** soft key to start a new search.

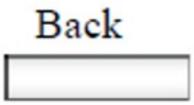


- Press the **Back** soft key to return to the previous screen.



8. When a search result is not successful, you can do one of the following:

- Press the **New** soft key to return to the search menu and begin a new search.



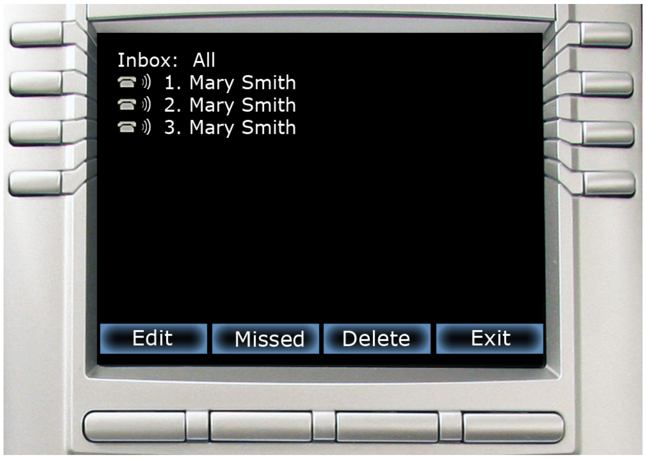
- Press the **Back** soft key to return to the previous screen.

# Chapter 10: Call Inbox

While your IP Deskphone is active, all incoming calls are saved in your Call Inbox. You can view the following details about each call:

- Call status (Missed)
- Name of the caller
- SIP address
- Time of the call
- Call Subject (if the caller sends a Call Subject)

You can configure the filter on your Call Inbox to display all incoming calls or missed calls. You can access your Call Inbox while the IP Deskphone is idle or while you are on a call. The following figure shows the Call Inbox while the IP Deskphone is idle.



Inbox: All
☎ 1. Mary Smith
☎ 2. Mary Smith
☎ 3. Mary Smith

**Figure 23: Call Inbox while IP Deskphone is idle**

## Accessing the Call Inbox

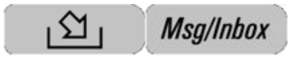
You can access the Call Inbox and initiate a call when the IP Deskphone is:

- Idle. For more information, see Managing calls in the Call Inbox while not on a call on page 126.
- Active. For more information, see Accessing the calls in your Call Inbox during a call on page 133.

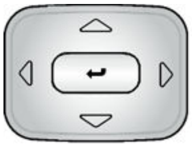
# Managing calls in the Call Inbox while not on a call

You can manage calls in the Call Inbox while you are not on a call.

To manage calls in the Call Inbox while not on a call:



1. Press the **Msg/Inbox** fixed key.

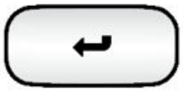


2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.

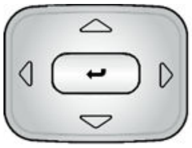
   **Note:**

   You can initiate a call to the highlighted caller. For more information, see Initiating a call from the Call Inbox on page 131.

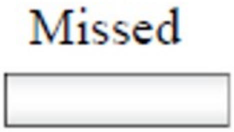
3. Do one of the following:



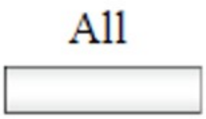
- To place a call to the selected address using the primary login of the IP Deskphone, press the **Enter** key.



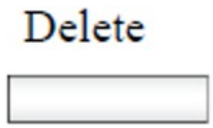
- To view the details of a highlighted call, press the **Right** navigation key. See Viewing the details of a call in the Call Inbox on page 128.
- To leave the detail view and return to the main inbox screen, press the **Left** navigation key.



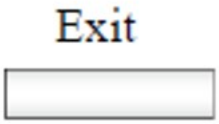
- Press the **Missed** context-sensitive soft key to toggle the view filter from the **All** context-sensitive soft key to the **Missed** context-sensitive soft key. See Managing missed calls on page 128.



- The **All** context-sensitive soft key is displayed when the view mode is on **Missed**, and displays all the calls in the Call Inbox.



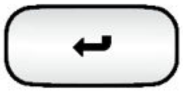
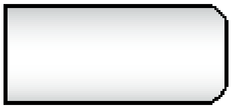
- Press the **Delete** context-sensitive soft key to delete the highlighted call or all calls in your Call Inbox. See Deleting calls in your Call Inbox on page 132.



- Press the **Exit** context-sensitive soft key to exit the Call Inbox.

The following table provides a list of additional user interactions for the main inbox screen.

**Table 13: Additional user interactions**

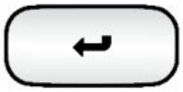
| Item | Function |
|---|---|
|  | Use the **Enter** key to place a call to the selected address using the primary login of the IP Deskphone.<br>The **Enter** key has the same behavior as the **Call** context-sensitive soft key. |
| 1 2ABC 3DEF 4GHI 5JKL 6MNO 7PQRS 8TUV 9WXYZ * 0 # | Use the **Dial pad** to select an item by index. |
| Headset Handsfree | To place a call to the address of the selected call log entry from the primary logged in user of the IP Deskphone, do one of the following:<br>• Lift the handset.<br>• Press the **Headset** fixed key.<br>• Press the **Handsfree** fixed key. |
|  | Press the **Line** key to place a call to the address of the selected call log entry from the user logged in on the selected line key. |

## Viewing the details of a call in the Call Inbox

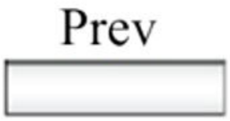
To view details of a call in the Call Inbox:

When you view the details of a call in the Call Inbox, you can do the following:

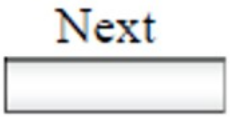
- Initiate a call to the caller displayed on the screen. For more information, see Initiating a call from the Call Inbox on page 131.



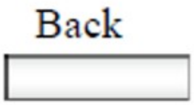
- Press the **Enter** key to place a call to the selected address using the primary login of the IP Deskphone.



- Press the **Prev** context-sensitive soft key to select and display he details of the previous entry in the call log.



- Press the **Next** context-sensitive soft key to select and display the details of the next entry in the call log.



- Press the **Back** context-sensitive soft key to leave the detail view and return to the main inbox screen.

## Managing missed calls

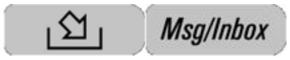
When you do not answer incoming calls, the number of new calls appears on the IP Deskphone LCD screen. For example, if you miss three calls, the following message appears:

```
3 new calls
```

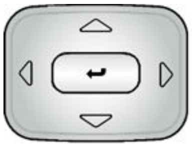
**Note:**

When you view a missed call in your Call Inbox, the new call message no longer appears on the LCD screen. The new calls are stored as missed calls.

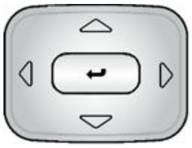
**To view missed calls:**



1. Press the **Msg/Inbox** key and press the **Missed** context-sensitive soft key.



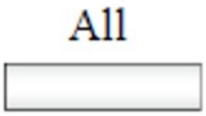
2. Press the **Up/Down** navigation key to highlight a call from the list of missed calls.



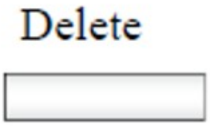
3. Press the **Right** context-sensitive soft key to view the details of the missed call.

   **Note:**

   You manage the missed call the same as any call that is in your Call Inbox. For more information, see Viewing the details of a call in the Call Inbox on page 128 and Initiating a call from the Call Inbox on page 131.



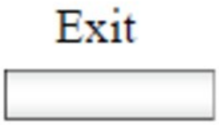
4. To view all the calls in the Call Inbox, press the **All** context-sensitive soft key.



5. To delete the highlighted missed call or all missed calls, press the **Delete** context-sensitive soft key. For more information, see Deleting calls in your Call Inbox on page 132.

   **Note:**

   The IP Deskphone deletes only the missed calls from the Call Inbox.



6. To exit the Inbox and return to the idle phone screen, press the **Exit** context-sensitive soft key.

## Missed Calls Notification

You can change the call log behavior so that the message

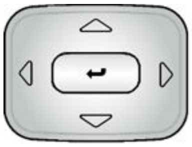
`xx new calls`

is cleared by entering the Inbox without having to select each missed call.

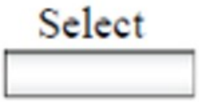
The following figure displays the **Messages** options screen.

### Changing the Missed Calls Notification behavior:

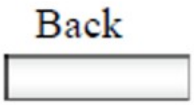
1. Select the **Prefs** context-sensitive key followed by **Feature Options** and **Missed Call Notification**.



2. Press the **Up/Down** navigation key to highlight **Missed Calls Notification**.



or

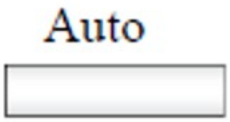


3. Choose one of the following:

- Press the **Select** context-sensitive soft key.
- Press the **Back** context-sensitive soft key to abort the changing of the configurations and return to the Message Options screen.

If you press the **Select** context-sensitive soft key, one of the following messages appears (based on the current setting of the option):

- `Press Manual to change Missed Call Notification Message clearing mode`
- `Press Auto to change Missed Call Notification Message clearing mode`

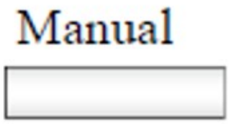


4. Choose one of the following:

- Press the **Auto** context-sensitive soft key to change the clearing mode for the `xx new calls` missed call message for the IP Deskphone.

  **Note:**

  **Auto** means that the message is cleared from the idle screen as soon as you enter the Inbox.



- Press the **Manual** context-sensitive soft key to change the clearing mode for the `xx new calls` missed call message for the IP Deskphone.

  **Note:**

  **Manual** means that the message is cleared from the idle screen only after you look at the call detail for every newly missed call in the Inbox.

# Initiating a call from the Call Inbox

When you receive a call that is missed or answered, the calling number is listed in the Inbox. You can select the number, and then dial from the Inbox, or you can edit the number in the Inbox.

To initiate a call from the Call Inbox, press the **Msg/Inbox** fixed key and select **Inbox** from the menu.

**Note:**

- If your service provider requires that a Directory Number (DN) be used to initiate a call, the Call Inbox entry must have the DN to initiate a call.
- While you are on a call, you can initiate a new call from the Call Inbox. For more information, see Accessing the calls in your Call Inbox during a call on page 133.

To initiate a call from the Call Inbox:

1. Press the **Msg/Inbox** fixed key.

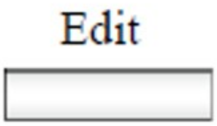
2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.

3. To view details of the call, press the **Right** navigation key.

Headset
Handsfree

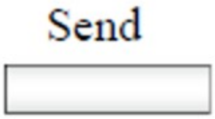
4. To place a call to the selected address, do one of the following:
   - Lift the handset.
   - Press the **Headset** fixed key.
   - Press the **Handsfree** fixed key.

or



then

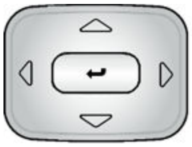
Press the **Edit** context-sensitive soft key.
Then press the **Send** context-sensitive soft key.



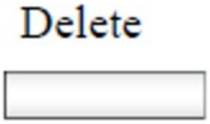
# Deleting calls in your Call Inbox

When you delete calls from the Call Inbox, both missed calls and answered calls are deleted. When you view the missed calls and select delete, only the missed calls are deleted.

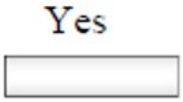
To delete calls from your Call Inbox:



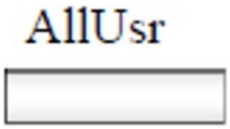
1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.



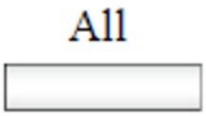
2. Press the **Delete** context-sensitive soft key.



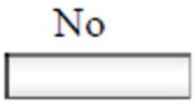
3. Select one of the following context-sensitive soft keys:
   - Press the **Yes** context-sensitive soft key to delete the highlighted call.



   - Press the **AllUsr** context-sensitive soft key to delete all the calls from the selected caller.



   - Press the **All** context-sensitive soft key to clear all calls from the Call Inbox.



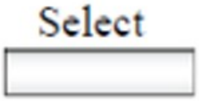
   - Press the **No** context-sensitive soft key to return to the Inbox.

# Accessing the calls in your Call Inbox during a call

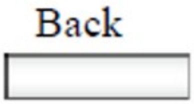
You can access the calls in your Call Inbox while you are in an active call.

**To access the calls in your Call Inbox during a call:**

1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Inbox.



or



2. Choose one of the following:

- Press the **Select** context-sensitive soft key to initiate a call to the highlighted caller.

  **Note:**

  This places the current call on hold, if it is not already on hold.

- Press the **Back** context-sensitive soft key to return to the in-call screen.

# Chapter 11: Call Outbox

The Call Outbox keeps a record of all outgoing calls made from your IP Deskphone. You can add the contact details of the calls in your outbox to your Address Book. You can access the following details about the outgoing calls:

- Name
- Address
- Time of the call
- Number of Calls
- Call Subject (when used for a call)

The following figure is an example of details of the Call Outbox screen while the phone is idle.

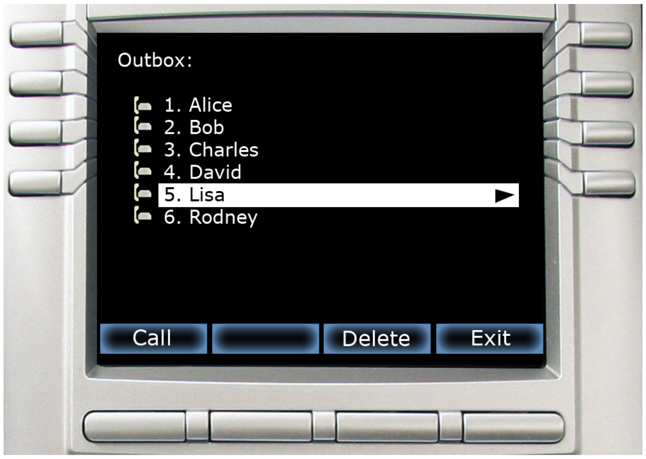


**Figure 24: Call Outbox while phone is idle**

## Accessing the Call Outbox

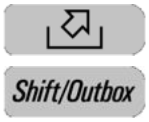
You can access the Call Outbox and initiate a call when the IP Deskphone is:

- Idle. For more information, see Initiating a call from the Call Outbox on page 136.
- Active. For more information, see Accessing the calls in your Call Outbox during a call on page 139.

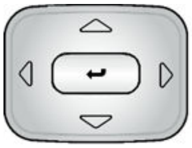
# Managing calls in the Call Outbox while not on a call

You can manage calls in the Call Outbox while you are not in an active call.

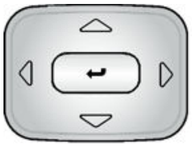
**To manage calls in the Call Outbox while not on a call:**



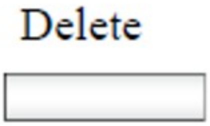
1. Press the **Outbox** fixed key.



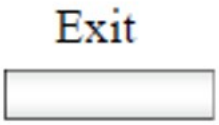
2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.



3. Choose one of the following:
   - To view details of the selected call, press the **Right** navigation key. See [Viewing the details of a call in the Call Outbox](#) on page 138.
   - To leave the detail view and return to the main inbox screen, press the **Left** navigation key.



4. Press the **Delete** context-sensitive soft key to delete the highlighted call. For more information, see [Deleting calls from your Call Outbox](#) on page 137.



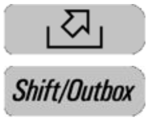
5. Press the **Exit** context-sensitive soft key to return to the idle screen.

## Initiating a call from the Call Outbox

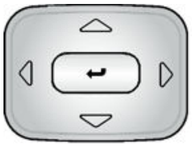
**Note:**

If your service provider requires that a Directory Number (DN) be used to initiate a call, the Call Outbox entry must have a DN to initiate a call.

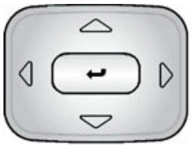
To initiate a call from the Call Outbox:



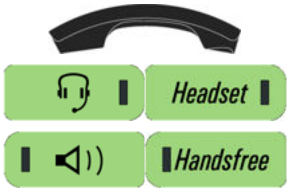
1. Press the **Outbox** fixed key.



2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.

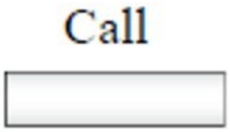


3. To view details of the selected call, press the **Right** navigation key. See Viewing the details of a call in the Call Outbox on page 138.



4. You can initiate a call from the highlighted call of the Call Outbox list or from the details of a caller screen, by doing one of the following:

- Lift the handset.
- Press the **Headset** fixed key.
- Press the **Handsfree** fixed key.

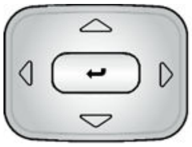


5. Press the **Call** context-sensitive soft key.

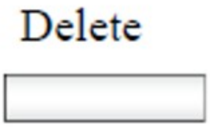
## Deleting calls from your Call Outbox

You can delete calls from your Call Outbox.

**To delete calls from your Call Outbox:**

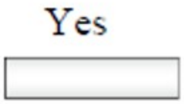


1. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.

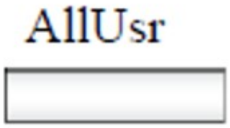


2. Press the **Delete** context-sensitive soft key.

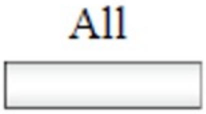
3. Select one of the following context-sensitive soft keys:



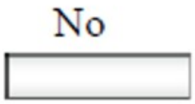
- Press the **Yes** context-sensitive soft key to delete the highlighted call.



- Press the **AllUsr** context-sensitive soft key to delete all the calls from the selected caller.



- Press the **All** context-sensitive soft key to clear all calls from the Call Outbox.

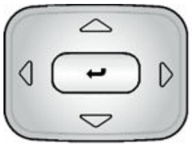


- Press the **No** context-sensitive soft key to return to the Outbox.

## Viewing the details of a call in the Call Outbox

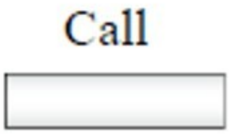
You can view details of a call in the Call Outbox.

**To view details of a call in the Call Outbox:**

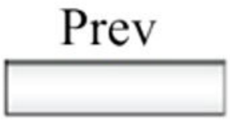


1. To view details of the selected call, press the **Right** navigation key

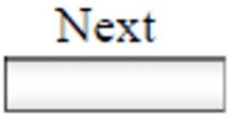
2. When you view the details of a call in the Call Outbox you can do one of the following:



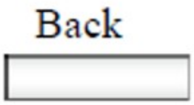
- Initiate a call to the caller displayed on the screen. See Initiating a call from the Call Outbox on page 136.



- View a previous caller in the Call Outbox list by pressing the **Prev** context-sensitive soft key and return to the **Outbox** screen.



- View the next caller in the Call Outbox list by pressing the **Next** context-sensitive soft key and return to the **Outbox** screen.



- Press the **Back** context-sensitive soft key to return to the Outbox.

# Accessing the calls in your Call Outbox during a call

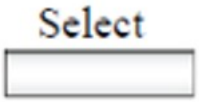
You can access the calls in your Call Outbox during an active call.

**To access the calls in your Call Outbox during a call:**

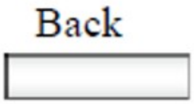
Shift/Outbox

1. To access the calls in your Call Outbox during a call, press the **Call Outbox** key

2. Press the **Up/Down** navigation key to highlight a call from the list of calls in your Call Outbox.



or



3. Choose one of the following:

- Press the **Select** context-sensitive soft key to initiate a call to the highlighted caller.

  **Note:**

  This places the current call on hold, if it is not already on hold.

- Press the **Back** context-sensitive soft key to return to the **Incall** screen.

# Chapter 12: Instant Messaging

You can use your IP Deskphone to send and receive an Instant Message (IM). You can access and respond to an IM while on a call. The blue LED (Feature Status Indicator) at the top left of the IP Deskphone lights accompanied by a beep when a new IM arrives.

## Configuring Instant Messaging

You can configure your IP Deskphone settings to manage an incoming IM.

- Enable or disable the automatic pop-up of a new IM.
- Enable or disable an audible alert on a new IM.

**Related topics:**

Configuring IM automatic pop-up on page 141
Configuring Instant Messaging pop-ups on page 142
Configuring IM audible alert on page 143

## Configuring IM automatic pop-up

You can configure the IP Deskphone to automatically display an incoming new IM as a pop-up. The IM pops up when the IP Deskphone is idle or while on a call. You can disable the IM pop-up feature.

**Note:**

An IM pop-up does not occur if you are navigating the IM screens or navigating the menu structure in general. When this exception occurs, the IM goes directly to the IM Inbox, and the blue LED activates.

The following figure shows the IM pop-screen.

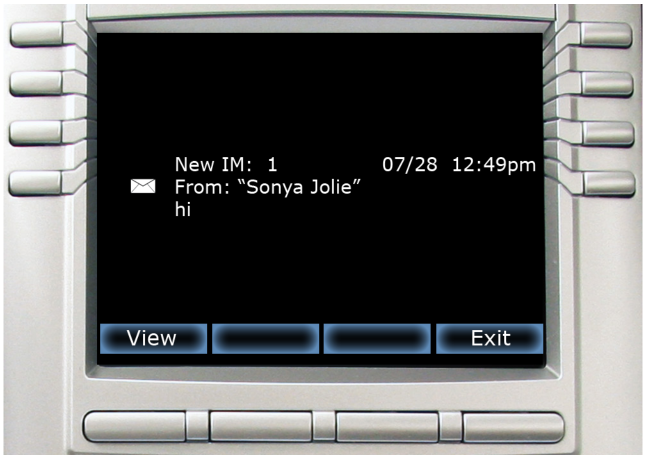

New IM: 1 07/28 12:49pm
From: "Sonya Jolie"
hi

**Figure 25: Instant Message pop-up**

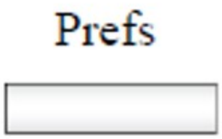
When an IM pop-up appears you can do the following:

- Press the **View** context-sensitive soft key to view the complete details of the IM.
- Press the **Prev** context-sensitive soft key to skip to a previous IM (if applicable).
- Press the **Next** context-sensitive soft key to skip to the next IM (if applicable).
- Press the **Exit** context-sensitive soft key, the **Goodbye** fixed key, or **Quit** fixed key to exit the IM pop-up screen and return to the idle screen when you are not on a call or to the In Call screen if the pop-up occurred during a call.

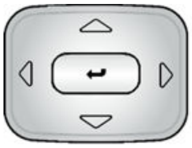
## Configuring Instant Messaging pop-ups

You can configure Instant Messaging pop-ups.

### To enable or disable automatic pop-up of a new IM:

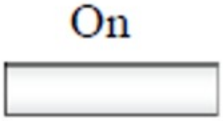


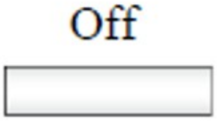
1. Press the **Prefs** context-sensitive soft key, select **User Settings** > **IM Settings** > **IM Display: On/Off** from the menu.

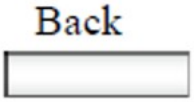


2. Press the **Up/Down** navigation key to select the user (if multiple users are logged into the same deskphone).

3. Press the **Select** context-sensitive soft key.





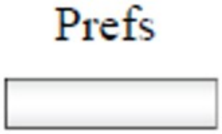


4. Choose one of the following:
   - Press the **On/Off** context-sensitive soft key to toggle between enabling IM pop-ups or disabling IM pop-ups.
   - Press the **Back** context-sensitive soft key to return to the previous menu.

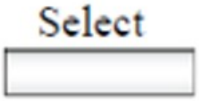
## Configuring IM audible alert

You can configure the IP Deskphone to audibly alert you when a new IM arrives. The IP Deskphone audibly alerts you when the IP Deskphone is idle or while on a call. You can also choose to disable the audible alert of the IM feature.

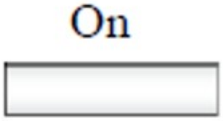
### To enable or disable the audible alerts of a new IM:

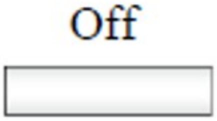


1. Press the **Prefs** context-sensitive soft key, select **User Settings**, select **IM Settings**, and then select **IM Audible Alert: On/Off** from the menu.

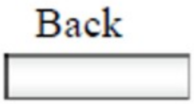


2. Press the **Select** context-sensitive soft key.





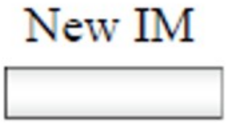
3. Choose one of the following:
   - Press the **On/Off** context-sensitive soft key to toggle between enabling IM audible alerts or disabling IM audible alerts.
   - Press the **Back** context-sensitive soft key to return to the previous menu.

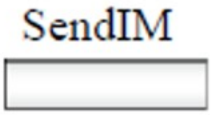


# Composing an Instant Message

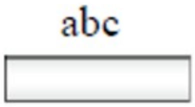
When you compose an IM, enter the address of the recipient and then enter the message. When you reply to an Instant Message, the IP Deskphone automatically enters the address. For more information, see Replying to an Instant Message on page 147. You can also send an IM directly from the Address Book. For more information, see Viewing the Address Book on page 111.

### To compose and send an Instant Message:





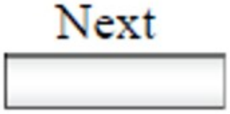
1. Do one of the following:
   - Press the **Msgs** context-sensitive soft key, select **Instant Messaging**, and press the **New IM** context-sensitive soft key
   - Access the list of IMs by pressing the **Expand** fixed key.
   - To compose an IM from the Avaya 1165E IP Deskphone Address Book, select an address and press the **Send IM** context-sensitive soft key.

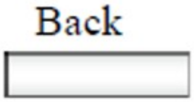


2. Press the **abc/123** context-sensitive soft key to toggle between numeric and alphabetic input.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

3. Use the dialpad to enter the address of the contact.



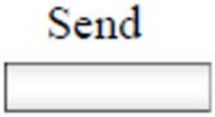


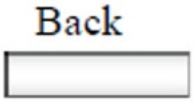
4. Choose one of the following:

- Press the **Next** context-sensitive soft key to continue.
- Press the **Back** context-sensitive soft key to return to the previous menu.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

5. Use the dialpad to enter the content of the message.



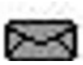
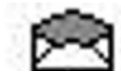
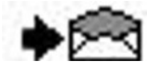
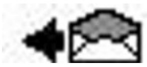


6. Choose one of the following:

- Press the **Send** context-sensitive soft key to send the IM to the contact.
- Press the **Back** context-sensitive soft key to return to the previous menu without sending the new IM.

## Instant Message Inbox/Outbox

The IM Inbox contains a list of all incoming and outgoing Instant Messages. You can filter the IM list to track a series of correspondence to a contact. The lit blue LED indicates the arrival of a new IM. An icon indicates the status of the IMs in your Instant Message Inbox/Outbox as follows:

| | |
|---|---|
| Unread |  |
| Read |  |
| Replied to |  |
| Sent/forwarded |  |

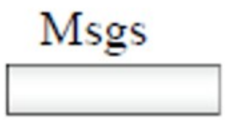
**Related topics:**

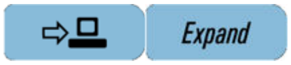
[Accessing Instant Messages](#) on page 146

## Accessing Instant Messages

You can access and view the contents of the Instant Message Inbox/Outbox.

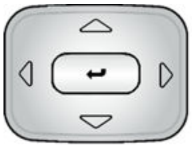
**To access and view the contents of the Instant Message Inbox/Outbox:**



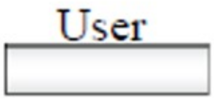


1. Choose one of the following:

- Press the **Msgs** context-sensitive soft key, and then select **Instant Messaging** from the menu.
- Press the **Expand** fixed key.

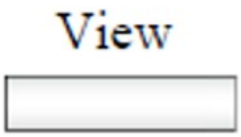


2. Press the **Up/Down** navigation key to highlight an IM from the list of Instant Messages in your IM Inbox/ Outbox.



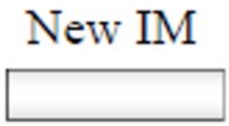
**Note:**

When you want to view only IMs from a specific contact, press the **User** context-sensitive soft key to filter all IMs based on the IM that you highlight. The telephone display screen shows the list of all IMs from that contact.

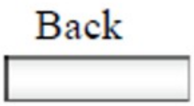


3. Choose one of the following:

- Press the **View** context-sensitive soft key to view the details of the sender, followed by the message content. For more information, see Viewing the content of an Instant Message on page 147.



- Press the **New IM** context-sensitive soft key to compose a new IM. For more information, see Composing an Instant Message on page 144.



- Press the **Back** context-sensitive soft key to return to the idle screen.

## Viewing the content of an Instant Message

When you view the content of an Instant Message, you can do the following:

- Reply to the Instant Message. See Replying to an Instant Message on page 147.
- Initiate a call to the contact. See Initiating a call from an Instant Message on page 148.
- Delete the Instant Message. See Deleting an Instant Message on page 149.

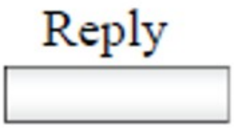
**Related topics:**

Replying to an Instant Message on page 147
Initiating a call from an Instant Message on page 148
Deleting an Instant Message on page 149

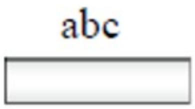
## Replying to an Instant Message

You can reply to an Instant Message.

**To reply to an Instant Message:**



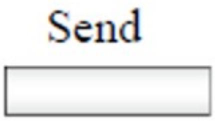
1. Press the **Reply** context-sensitive soft key to send an IM in response to the IM you are viewing.

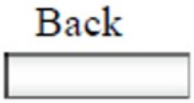


2. Press the **abc/123** context-sensitive soft key to toggle between numeric and alphabetic input.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

3. Enter the message you want to send as a reply.





4. Choose one of the following:

- Press the **Send** context-sensitive soft key to send the IM when it is complete.
- Press the **Back** context-sensitive soft key to return to the previous menu and not send the IM.

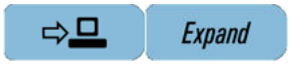
## Initiating a call from an Instant Message

To initiate a call from the IM Inbox, press the **Expand** fixed key or press the **Msgs** context-sensitive soft key, and then select **Instant Messaging** from the menu.

**Note:**

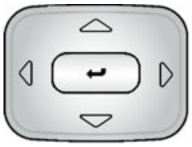
If your service provider requires that a Directory Number (DN) be used to initiate a call, you cannot initiate a call from an Instant Message.

### To initiate a call from an Instant Message:

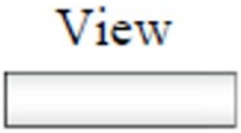


1. Choose one of the following:

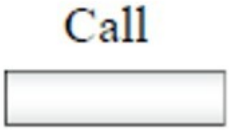
- Press the **Msgs** context-sensitive soft key, and then select **Instant Messaging** from the menu.
- Press the **Expand** fixed key.



2. Press the **Up/Down** navigation key to highlight an IM from the list of Instant Messages.



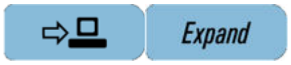
3. Press the **View** context-sensitive soft key to access the IM.



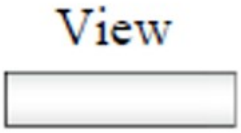
4. To initiate a call to the contact who sent you an IM, press the **Call** context-sensitive soft key.
The IP Deskphone goes off-hook and initiates the call.

## Deleting an Instant Message

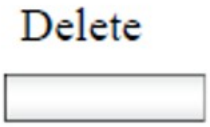
To delete a single IM, all the IMs from one contact, or all the IMs in your IM Inbox, complete the necessary steps in the following procedure.

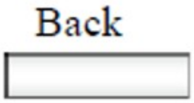


1. Choose one of the following:
   - Press the **Msgs** context-sensitive soft key, and then select **Instant Messaging** from the menu.
   - Press the **Expand** fixed key.



2. Press the **View** context-sensitive soft key.





3. Select one of the following context-sensitive soft keys:
   - Press the **Delete** context-sensitive soft key to clear all IMs from the IM Inbox/Outbox.
   - Press the **Back** context-sensitive soft key to return to the previous screen.

# Chapter 13: While on an active call

You can use the following features during an active call:

- Making a new call on page 151
- Call Waiting on page 152
- Placing a call on Hold on page 153
- Using 3-way calling on page 159
- Configuring a conference call on page 160
- Ad hoc conferencing when connecting to the Call Server on page 161
- Transferring a call on page 164
- Using Park Call on page 167

You can use the **Action** context-sensitive soft key to perform the following actions with an active call:

1. New Call—to begin a new call while other calls are on hold.
2. Release Call—to release (hang-up) the selected call.
3. Transfer Call—to transfer the call to another phone number or SIP address.
4. Park Call—to park a call on the call server or to a specific user. You can access the call from any IP Deskphone and to keep your phone line clear. (Not available for all service providers.)

## Making a new call

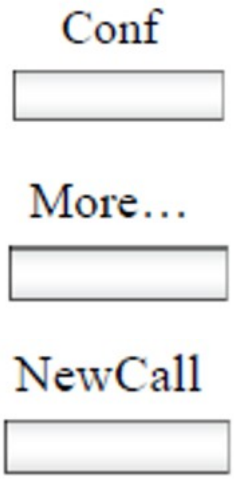
You can initiate a new call during a current call. If you do not place the current call on hold first, the IP Deskphone automatically places the current call on hold when you initiate a new call. You can initiate a new call by using any of the following methods:

- Initiating a call using the active call context-sensitive soft key menu on page 152.
- Initiating a call from the Address Book on page 112.
- Initiating a call from the Call Inbox on page 131.
- Initiating a call from the Call Outbox on page 136.

## Initiating a call using the active call context-sensitive soft key menu

You can initiate a call using the active call context-sensitive soft key menu.

**To initiate a call using the active call context-sensitive soft key menu:**



1. Choose one of the following:

- Press the **Conf** context-sensitive soft key while on a call.
- While on a call, press the **More…** context-sensitive soft key, and then the **NewCall** context-sensitive soft key.

The IP Deskphone produces a dial tone.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#
Back

2. Choose one of the following:

- Use the dial pad to dial the number or SIP address.

  **Note:**

  This places the current call on hold, if it is not already on hold, and you can continue to initiate the call as normally.

- Press the **Back** context-sensitive soft key to return to the in-call screen.

## Call Waiting

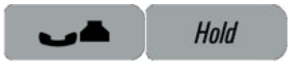
When you are on an active call and you receive an incoming call, you are notified of the incoming call by a message on the telephone display screen and a notifying beep. Answering the new call places the active call on hold. You can also redirect the new call, decline the new call, transfer the new call, or ignore the new call.

For more information, see Receiving a call on page 101.

# Placing a call on Hold

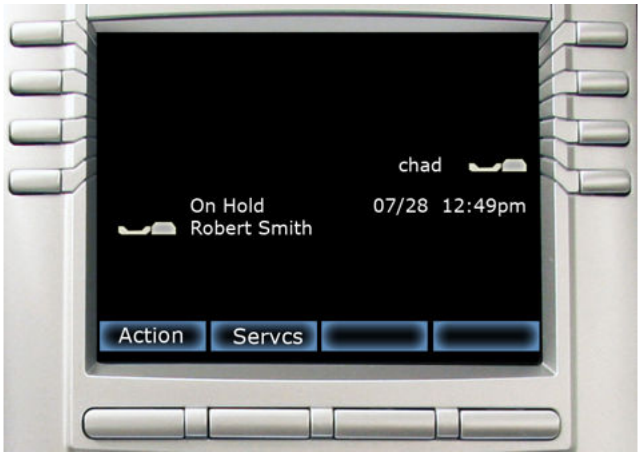
Use the Hold feature when you are talking to one contact and want to perform another action, such as answer a new incoming call, transfer a call, or initiate a new call. You can have a number of calls on hold at the same time.

## To place a call on hold:



Press the **Hold** fixed key.
The LCD on hold icon flashes beside the line on hold.

The following figure shows the IP Deskphone display area when a call is placed on hold.



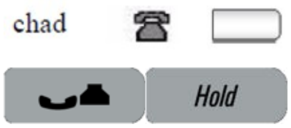
chad

On Hold
Robert Smith

07/28 12:49pm

Figure 26: Call On Hold

## To retrieve a call on hold:

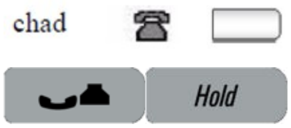


To retrieve a call on hold do one of the following:

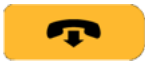
- Press the **Line** feature key beside the flashing LCD indicator.
- Press the **Hold** fixed key.

## To end a call on hold:

You must retrieve a call from hold before you can end it.



1. Retrieve the call on hold.
   - Press the **Line** key beside the flashing LCD indicator.
     **OR**
   - Press the **Hold** fixed key.



2. Press the **Goodbye** fixed key.

## Multiple calls On Hold

When you have more than one call on hold, use the navigation key to highlight a call on the LCD screen. You can perform an action with that call by using the context-sensitive soft keys on the In-call menu list. The context-sensitive soft keys displayed vary, depending on the type of call that is currently selected. For example, a held call has the **Activate** context-sensitive soft key instead of the **Audio** context-sensitive soft key.

When you highlight a call that is not active, you can retrieve the call from on hold and make it active by pressing the **Activate** context-sensitive soft key. You can also join the call with the active call to create a 3-way calling session. See Using 3-way calling on page 159.

### Multiple calls In-call mode

When the IP Deskphone has multiple calls connected at the same time, you can access the menu items shown in the following figure.

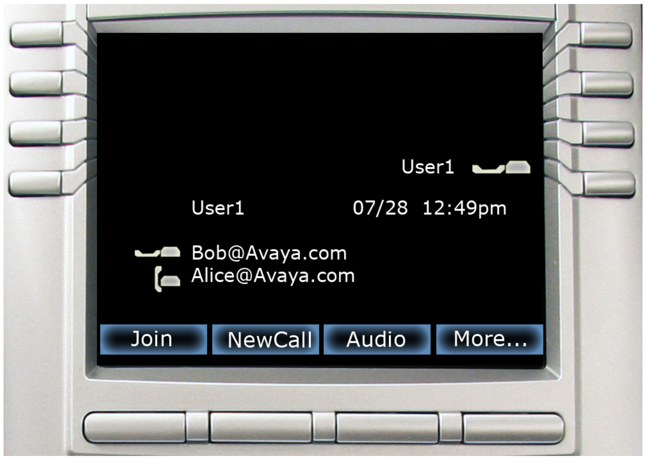
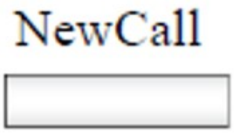
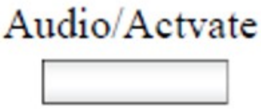
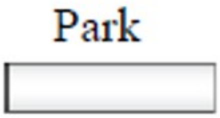
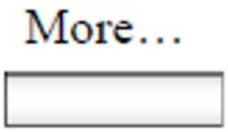


**Figure 27: Multiple calls In-call display screen with context-sensitive soft key menu list**

The **Join** context-sensitive soft key appears when there are multiple calls on the IP Deskphone that can be joined for a conference call or 3-way calling.

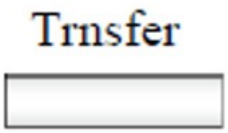
**Table 14: Context-sensitive soft keys for the multiple calls In-call display screen**

| | |
|---|---|
| | Press the **Join** context-sensitive soft key to join the eligible calls. |
|  | Press **NewCall** context-sensitive soft key to obtain a dial tone to place another call. The **NewCall** context-sensitive soft key is used to make a conference call. This key behaves like the **Conf** context-sensitive soft key. |
|  | Press the **Audio** context-sensitive soft key to change the audio settings or the current active call.<br>The **Actvate** context-sensitive soft key appears when the highlighted call is not the selected call.<br>Press the **Actvate** context-sensitive soft key to place the current call on hold and activate the call you want to connect to.<br>This context-sensitive soft key is also used to retrieve calls parked against the user.<br>**Note:**<br>The **Actvate** context-sensitive soft key never appears at the same time as the **Audio** context-sensitive soft key |
|  | Press the **Park** context-sensitive soft key to park the current call. |
|  | Press the **more…** context-sensitive soft key to select a new menu list of context-sensitive soft keys.<br>When you press the **more…** context-sensitive soft key, a different selection of context-sensitive soft keys appears.<br>• If you press the **more…** context-sensitive soft key once from the first menu list, you access the following context-sensitive soft keys:<br>**[Trnsfer] [RlsCall] [Park] [more...]**<br>• If you press the **more…** context-sensitive soft key from the first menu list twice, you |

access the following context-sensitive soft keys:
**[Retrve] [Conf] [Prefs] [more…]**

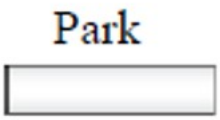
- If you press the **more…** context-sensitive soft key from the first menu list three times, you return to the first menu list with the following context-sensitive soft keys.
**[Join] [NewCall] [Audio] [more…]**

When you press the **more….** context-sensitive soft key for the first time, the following context-sensitive soft keys appear on the menu list.

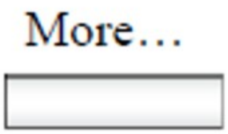


Press the **Trnsfer** context-sensitive soft key to transfer the current call.

Press the **RlsCall** context-sensitive soft key to release or hang up the highlighted call.

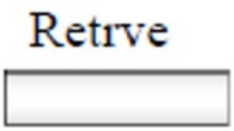


Press the **Park** context-sensitive soft key to park the current call.

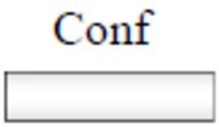


Press the **more…** context-sensitive soft key to select a new menu list of context-sensitive soft keys.
The next available menu list contains the following context-sensitive soft keys:
**[Retrve] [Conf] [Prefs] [more…]**

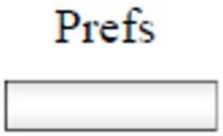
When you press the **more…** context-sensitive soft key for the second time, the following context-sensitive soft keys appear on the menu list.



Press the **Retrve** context-sensitive soft key to retrieve a parked call (by token). See Retrieving a Parked Call on page 168.



Press the **Conf** context-sensitive soft key to place another call, which can be used for a conference call. This context-sensitive soft key has the same behavior as the **NewCall** context-sensitive soft key.

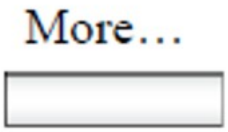


Press the **Prefs** context-sensitive soft key to display the Preferences menu.
The menu items include the following:

1. Display—use to adjust the display settings of the LCD screen.
2. Audio—use to adjust tones and volume settings and to configure a USB headset.
3. Feature Options—use to configure the following:
    - Feature keys
    - Call Decline Reasons
    - Call Ignore Action
    - Call Subjects
    - Call Fwd Notification
    - Answer Mode Settings appear when the Auto Answer Mode is enabled on the IP Deskphone.
4. Language—use to change the interface language.
5. Misc Options—use to access the following options:
    - Alpha Dialing
    - Search Method
    - Incoming Privacy
    - Outgoing Privacy
    - # Ends Dialing
    - Hold Mode: Private
    - Time
6. Network—use to access the following:
    - Server Settings
    - Device Settings
    - Diagnostics
    - Disable screensaver
    - Licensing
    - Lock
7. USB Locks—use to lock or unlock the following USB devices:

  - USB Mouse
  - USB Keyboard
  - USB Headset
  - USB flash drive

8. User Settings—use to modify the following:
    - Call Settings
    - IM Settings
    - Voice Mail Settings
    - Change Location



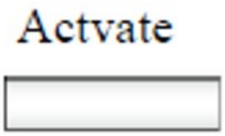
Press the **more…** context-sensitive soft key to return to the first menu list of context-sensitive soft keys.
The next available menu list contains the following context-sensitive soft keys:
**[Join] [NewCall] [Audio] [more…]**

### To access a call on hold when multiple calls are on hold

1. Press the **Up/Down** navigation key to highlight a call on hold.
2. To retrieve the highlighted call on hold do one of the following:
    - Press the **Line** feature key beside the flashing LCD indicator.
    - Press the **Hold** fixed key to retrieve a call on hold.

### To make a call on hold the active call:

1. Press the **Up/Down** navigation key to highlight a call on hold.



2. Press the **Actvate** context-sensitive soft key to make the highlighted call on hold the active call.
This removes the call from on hold and automatically places the previous call on hold.

# Using 3-way calling

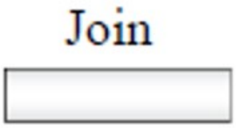
When you have more than one call and you want to join the incoming calls into one call, you can use 3-way calling or create a conference call.

**Note:**

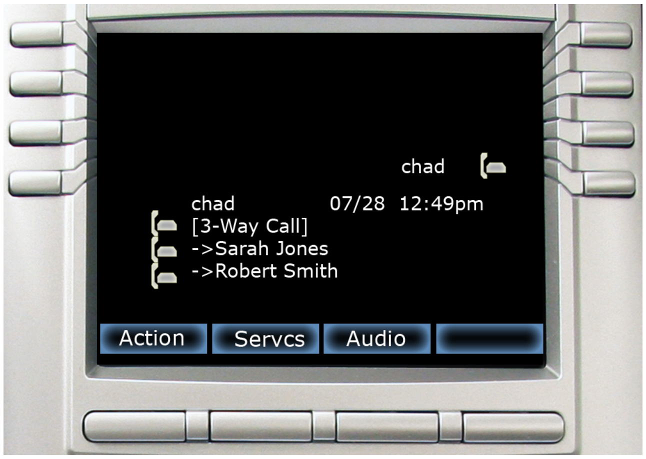
Your system administrator or service provider must enable 3-way calling and conference calls for your IP Deskphone. Contact your service provider or system administrator to determine if this feature is available.

The 3-way Call feature joins two calls on your IP Deskphone into one 3-way call. You and the other two callers can speak together. When you join more than two calls into one call, you must use the conference call feature. Your IP Deskphone manages the 3-way call, and the server manages a conference call. For more information, see Configuring a conference call on page 160.

## To activate the 3-way Call feature:



Press the **Join** context-sensitive soft key with either call, and then select **3-way Call** from the menu. The IP Deskphone joins the two calls and creates a new call that appears on the LCD screen as `[3-way Call]`. See the following figure.



chad

chad 07/28 12:49pm

[3-Way Call]

->Sarah Jones

->Robert Smith

**Figure 28: 3-way Call**

**Note:**

- If you receive a new call during a 3-way call, you can answer the new call as usual. The IP Deskphone automatically puts the 3-way call on hold. If you want to join the new caller to a 3-way call, you must initiate a conference call with the server and join all callers to the conference call.

- If the host of a 3-way call presses the hold button, all callers in the 3-way call are put on hold.
- If the host of a 3-way call presses the **Goodbye** fixed key or selects **Release Call** from the Action menu, all calls in the 3-way call are terminated.

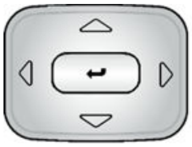
## Configuring a conference call

When you want to invite three or more callers to a call, you can configure a conference call using the IP Deskphone. The call server handles conference calls. You can join incoming calls to the conference call, or you can join calls that you initiate.

**Note:**

Your system administrator or service provider must enable 3-way calling and conference calls for your IP Deskphone. Contact your service provider or system administrator to determine if this feature is available.

### To configure a conference call while on an active call with more than one other caller:



1. Press the **Up/Down** navigation key to highlight one of the calls.

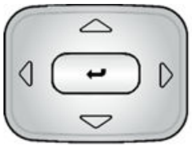
2. Press the **Join** context-sensitive soft key and select **Conference** from the menu.
The calls are joined together as a conference call on the call server.

When you receive a new call while on a conference call, you can answer, ignore, decline, or forward the call as you would any call. You can also initiate a new call while on a conference call in the normal way and return to the conference call after you complete the call. The conference call continues while you are on the other call.

**Note:**

If you press the **Goodbye** key or select **Release** from the Action menu while on the conference call, you leave the conference call. The conference call continues with the other callers.

**To join a call to an existing conference call:**



1. Press the **Up/Down** navigation key to highlight the call you want to join to the conference.

2. Press the **Join** context-sensitive soft key to join the highlighted call to the conference.

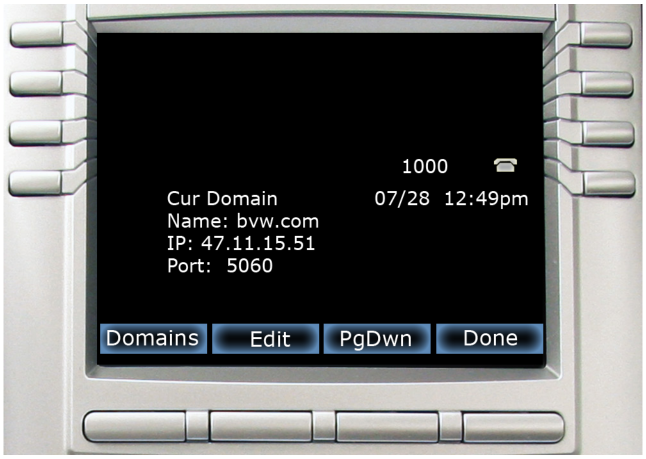
## Ad hoc conferencing when connecting to the Call Server

This feature allows you to make ad hoc conference calls when you connect to the Call Server.

**Note:**

Your system administrator must enable ad hoc conferencing before you connect to the Call Server.

Press **Service** twice to access Network menu, press **Server settings**, and then **Domain** settings to open the **Domain** screen. The following figure is an example of the details of the current domain.



1000

07/28 12:49pm

Cur Domain
Name: bvw.com
IP: 47.11.15.51
Port: 5060

**Figure 29: Current Domain screen**

The context-sensitive soft keys available for viewing the conference details of the current domain are as follows:

- **Domains** — to select the domain.
- **Edit** — to open the **Edit Domain** page that allows you to edit the conference details.
- **PgDwn** — to move to the next screen containing conference parameters.
- **Done** — to confirm the details.

**Conference parameters:**

When you press **PgDwn** to move to the next screen containing conference parameters, the following information is displayed:

- domain name, date, and time
- the conference URI
- the maximum number of ports available for ad hoc conferencing

The context-sensitive soft keys available on the conference parameters screen are as follows:

- **Domains** — to select the domain.
- **Edit** — to open the **Edit Domain** page that allows you to edit the conference details.
- **Pgup** — to return to the previous page.
- **Done** — to confirm the details.

## Edit Domain page

The **Edit Domain** page displays the domain properties. It appears in the format <conferenceURI> : <Max Ad hoc Ports>.

**Note:**

An admin password is required to access the **Edit Domain** page.

The following figure displays the **Edit Domain** screen with the conference details.

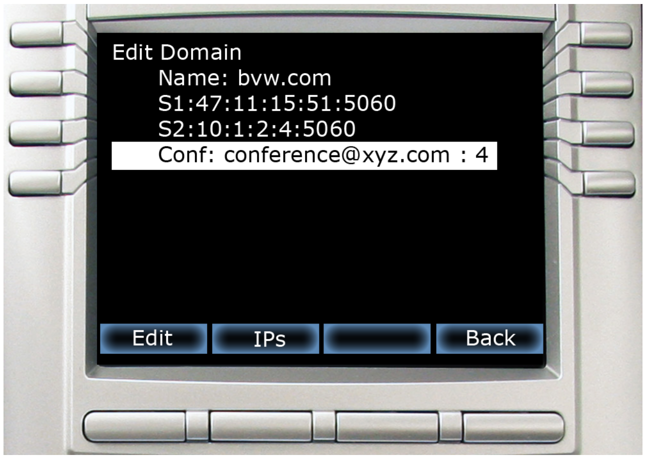

Edit Domain
Name: bvw.com
S1:47:11:15:51:5060
S2:10:1:2:4:5060
Conf: conference@xyz.com : 4

**Figure 30: Edit Domain screen**

To edit the conference properties and maximum number of ports, press the **Edit** context-sensitive soft key to display the **Domain Conference Edit** screen.

The following figure is an example of the **Domain Conference Edit** screen.

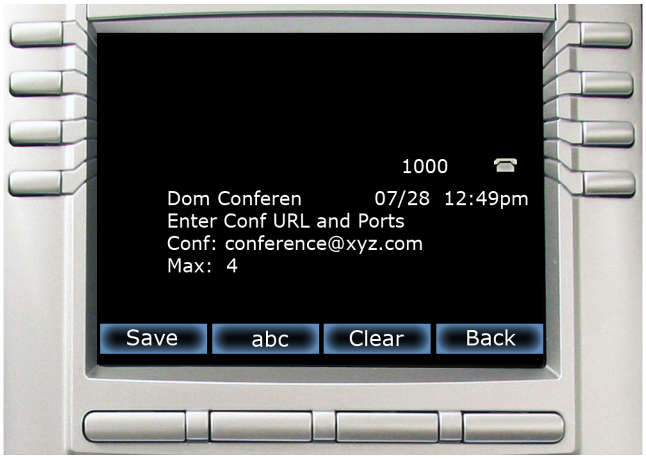

1000 ☎
Dom Conferen 07/28 12:49pm
Enter Conf URL and Ports
Conf: conference@xyz.com
Max: 4

**Figure 31: Domain Conference Edit**

The context-sensitive soft keys available for the **Domain Conference Edit** screen are as follows:

- **Save** — to save the updated value to the system configuration file.
- **abc (/123)** — to toggle the input mode to digits (or alphabets).
- **Clear** — to clear the character behind the cursor.
- **Back** — to return to the previous screen.

**Note:**

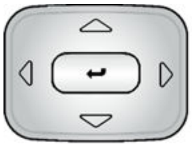
For these configuration changes to take effect, you must manually log off and log on.

# Transferring a call

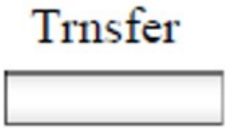
**Note:**

- When more than one call is on hold, the call you want to transfer must be the active call. For more information, see the section “To make a call on hold the active call” in Multiple calls On Hold on page 154.
- The IP Deskphone does not automatically place the call you want to transfer on hold. To prevent the caller from hearing the transfer process, place the caller on hold and then complete the transfer process.

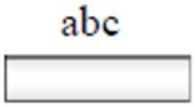
### To transfer a call to another telephone:



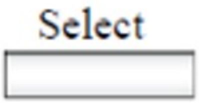
1. Press the **Up/Down** navigation key to highlight **Transfer Call** from the menu.



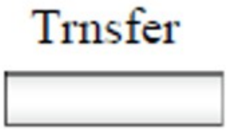
2. Press the **Trnsfer** soft key while on a call to access the **Trnsfer** menu.



3. Press the **abc/123** soft key to toggle between numeric and alphabetic input.

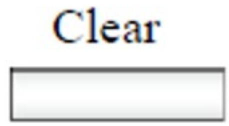


4. Choose one of the following:
   - Enter the phone number or SIP address to which you are transferring the call.
   - Select a contact from the Address Book, Call Inbox, or Call Outbox by pressing the corresponding fixed key.
     Highlight a contact from the list and then press the **Select** soft key.

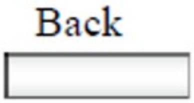


5. Choose one of the following:

- Press the **Transfr** soft key to connect the calling party.

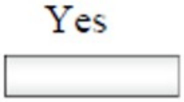


- To erase the address you enter, press the **Clear** soft key.

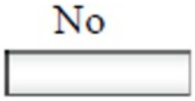


- To return to the previous screen, press the **Back** soft key.
  The IP Deskphone prompts you with the following question: `Consult with party?`

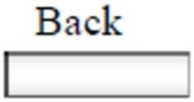
6. Select one of the following soft keys:



- Press the **Yes** soft key to consult with the contact to whom you are transferring the call before completing the transfer.

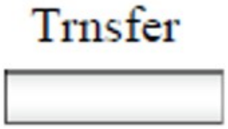


- Press the **No** soft key to transfer the call without consulting the contact to whom you want to transfer the call.
  A `Transferring...` message is displayed.
  Press the **Exit** soft key to close the Transferring... dialog.
  Your IP Deskphone then displays any local calls, including the transferred call, until **`Transfer successful`** or **`Transfer failed`** is displayed, depending on the transfer results.

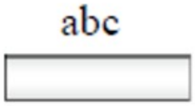


- Press the **Back** context-sensitive soft key to return to the previous screen.

### To transfer a call to Voice Mail:



1. Press the **Trnsfer** soft key while on a call to access the Transfer menu.

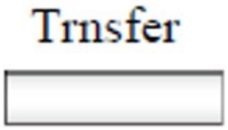


2. Press the **abc/123** soft key to toggle between numeric and alphabetic input.

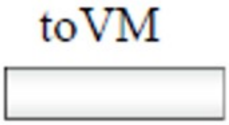
3. Choose one of the following:

- Enter the phone number or SIP address to which you are transferring the call.
- Select a contact from the Address Book, Call Inbox, or Call Outbox by pressing the corresponding fixed key.

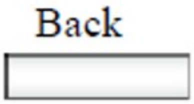
Highlight a contact from the list and then press the **Select** soft key.



4. Press the **Trnsfer** soft key again.



3. When `Consult with party?` is prompted, choose one of the following:
   - Press the **To VM** soft key to connect the calling party to Voice Mail.
   - To return to the previous screen, press the **Back** context-sensitive soft key.



**Note:**

- The Transfer to Voice Mail feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.
- The Transfer to Voice Mail feature during a conference call is dependent on the call server and is not allowed. If the Secure Digits feature is enabled, and you connect to Voice Mail during an active call, the screen displays only the last pressed key , and the remaining digits appear as '*'.

  You can press **Hide** or **Unhide** to hide or display the pressed keys.

**Note:**

The Transfer to Voice Mail feature is available only when configured by your system administrator.

---

# Using the Park Call feature

You can use the Park Call feature to temporarily park a call to the call server or to a specific user. You or another user can retrieve the parked call from another phone. Using Park Call does not tie up a line, since it is held on the call server.

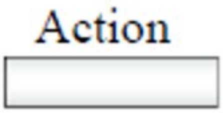
**Note:**

- The Park Call feature is not available for all call servers. Contact your system administrator or service provider to determine if this feature is available to you.
- The behavior of the Park Call feature varies depending on the call server. This can affect the information appearing on the IP Deskphone.
- When you park a call to the server, the server returns a retrieval code. You must enter the code to retrieve the call from park.

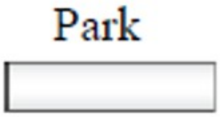
## Using Park Call

The IP Deskphone prompts you with `Press Park for server or User to park to a user`.

### To park a call to the server during a call:

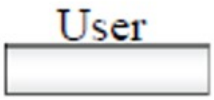


1. Press the **Action** context-sensitive soft and select **Park Call** from the menu.

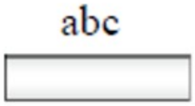


2. Press the **Park** context-sensitive soft key to park the call to the server.

### To park a call to a specific user:



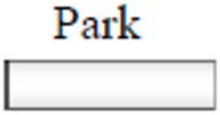
1. Press the **Action** context-sensitive soft and select **Park Call** from the menu; then press the **User** context-sensitive soft key to park the call to a User.

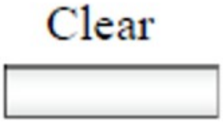


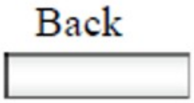
2. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

3. Use the **Dialpad** to enter the user name to whom you are parking the call.







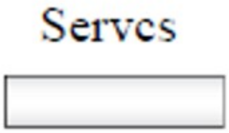
4. You can do one of the following:

- Press the **Park** context-sensitive soft key to park the call to the user and return to the previous menu.
- Press the **Clear** context-sensitive soft key to erase the input field.
- Press the **Back** context-sensitive soft key to return to the previous screen.

## Retrieving a Parked Call

You must have the retrieval code to retrieve a parked call from the server. You can retrieve a parked call while the IP Deskphone is in the idle state or while on a call.

### To retrieve a parked call from the server:

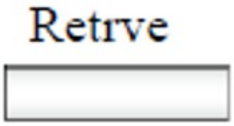


1. Press the **Servcs** context-sensitive soft key and select **Retrieve Parked Call** from the menu.

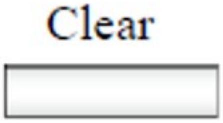
1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

2. Use the **Dialpad** to enter the retrieval code of the parked call.

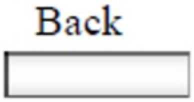
3. You can do one of the following:



- Press the **Retrve** context-sensitive soft key to retrieve the parked call.



- Press the **Clear** context-sensitive soft key to erase the input field.



- Press the **Back** context-sensitive soft key to return to the previous screen.

# Chapter 14: Additional features

You can use the following additional features:

- Using the Friends feature on page 171
- Feature keys on page 178
- Feature key autoprogramming on page 192
- Using Call Forward on page 197
- Configuring Do Not Disturb on page 200
- Configuring a Presence state on page 202
- Configuring Privacy settings on page 205
- Multiple Appearance Directory Number on page 207
- Audio Codecs on page 208
- PC Client softphone interworking with the IP Deskphone on page 209
- Automatic remote software updates on page 211
- Busy lamp field on page 212

## Using the Friends feature

You can designate a contact you have frequent interaction with as a friend. Access your friends list in the Address Book to:

- Check the presence status of a friend.
- Initiate a call to a friend.
- Send an IM to a friend.
- Edit the information about a friend.

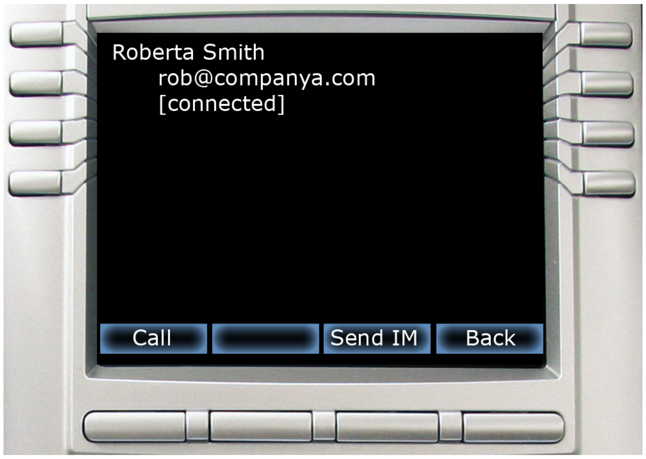
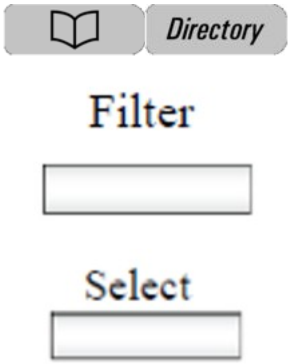

Roberta Smith
rob@companya.com
[connected]

**Figure 32: Presence status of a friend**

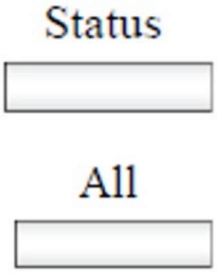
## Accessing your Friends list

To check the online status of a friend on your list:



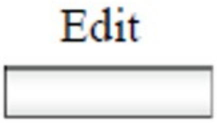
1. Choose one of the following:

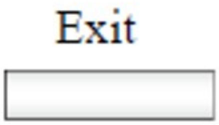
- Press the **Directory** fixed key.
- Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
- Press the **Select** context-sensitive key.



2. Do one of the following:

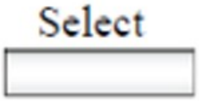
- Press the **Status** context-sensitive soft key to view the current presence status of the friend.
- Press the **All** context-sensitive soft key to view the contents of the Address book, including contacts designated as friends and regular contacts.
- Press the **Edit** context-sensitive soft key to make changes to the information entered for a friend or to delete the contact from the friends list.





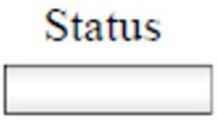
3. Press the **Exit** context-sensitive soft key to return to the idle screen.

To initiate a call to a friend on the Friends list:

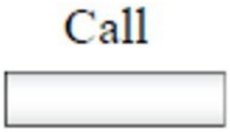


1. Choose one of the following:

- Press the **Directory** fixed key.
- Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
- Press the **Select** context-sensitive soft key while viewing the Address Book.



2. Press the **Status** context-sensitive soft key to view the information about the friend.

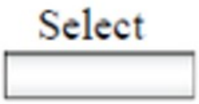


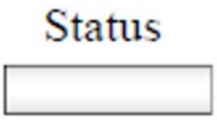
3. Press the **Call** context-sensitive soft key to initiate a call to the friend.
The IP Deskphone uses the SIP address or phone number from your personal Address Book to make the call.

To send an IM to a friend on the Friends list:

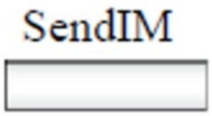
1. Choose one of the following:

- Press the **Directory** fixed key.
- Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
- Press the **Select** context-sensitive soft key while viewing the Address Book.

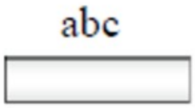




2. Press the **Status** context-sensitive soft key to view the information about the friend.



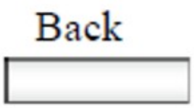
3. Press the **SendIM** context-sensitive soft key to send an IM to the friend.
The IP Deskphone uses the SIP address for the contact from your personal Address Book.



4. Press the **abc/123** context-sensitive soft key to toggle between numeric and alphabetic input.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

5. Use the dialpad to enter the text of the message.



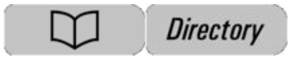
6. Choose one of the following:

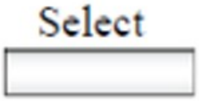
- Press the **Send** context-sensitive soft key to send the IM.
- Press the **Back** context-sensitive soft key to return to the previous menu.

## Editing information of a friend

You can edit information of a friend on the Friends list.

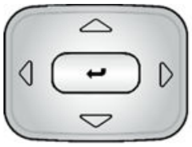
### To edit your Friends list:

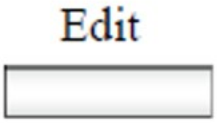




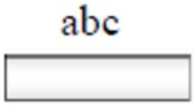
1. Choose one of the following:

- Press the **Directory** fixed key.
- Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
- Press the **Select** context-sensitive key.

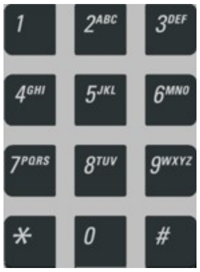




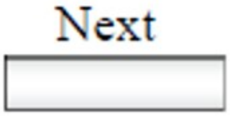
2. Press the **Up/Down** navigation key to highlight the friend you want to edit and press the **Edit** context-sensitive soft key.

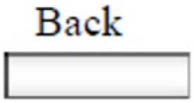


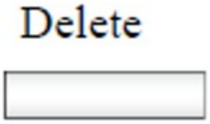
3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.


1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

4. Use the dialpad to enter the new name for the contact.





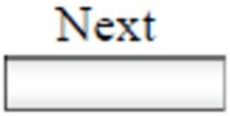


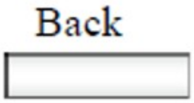
5. Choose one of the following:

- Press the **Next** context-sensitive soft key to continue.
- Press the **Back** context-sensitive soft key to return to the previous menu.

To remove a contact from the Friends list, press the **Delete** context-sensitive soft key. This completely removes the contact from your personal Address Book.

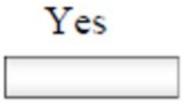
6. Use the dialpad to enter the new address for the contact.

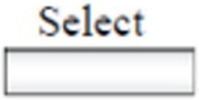




7. Choose one of the following:

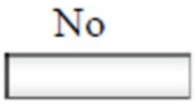
- Press the **Next** context-sensitive soft key to complete the process.
- Press the **Back** context-sensitive soft key to return to the previous menu.

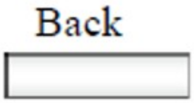


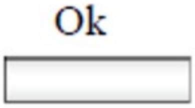


8. Choose one of the following:

- Press the **Yes** context-sensitive soft key, select the group and press the **Select** context-sensitive soft key to add contact to the group.
- Press the **No** context-sensitive soft key to return to the previous menu without adding contact to the group.
- Press the **Back** context-sensitive soft key to return to the previous menu.

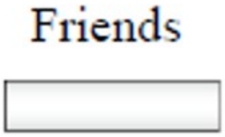


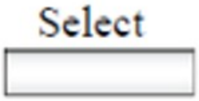




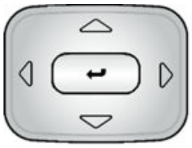
9. Press the **Ok** contact-sensitive key to return to the Friends list.

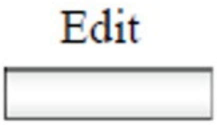
## To delete a contact from your Friends list:



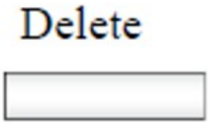


1. Choose one of the following:
   - Press the **Directory** fixed key.
   - Press the **Filter** context-sensitive soft key, and select **Friends** from the menu.
   - Press the **Select** context-sensitive soft key while viewing the Address Book.

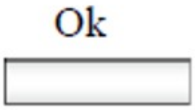


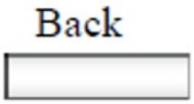


2. Press the **Up/Down** navigation key to highlight the friend you want to delete and press the **Edit** context-sensitive soft key.



3. Press the **Delete** context-sensitive key. This completely removes the contact from your personal Address Book.





4. Choose one of the following:

- Press the **Ok** context-sensitive soft key to continue.
- Press the **Back** context-sensitive soft key to return to the previous menu.

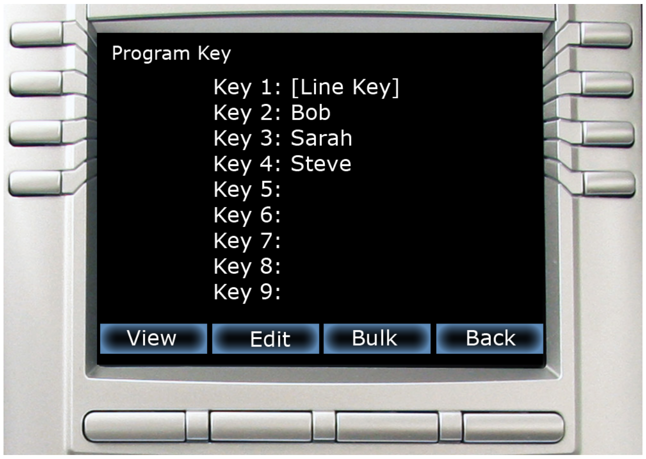
## Feature keys

Use the Feature key option to configure the feature keys on IP Deskphone and the Expansion Module for Avaya 1100 Series IP Deskphones.

Programmed keys are stored in the user profile. Each user can maintain a list of programmed feature keys. You can designate a feature key to act as a short cut for any of the following features:

- Speed Dial
- Call Forward
- Do Not Disturb
- Send IM
- Presence

The IP Deskphone designates the feature key on the bottom right of the four feature keys as Feature Key 1 and reserves it as the line key for the IP Deskphone. The following figure shows an example of the Feature keys.



Program Key

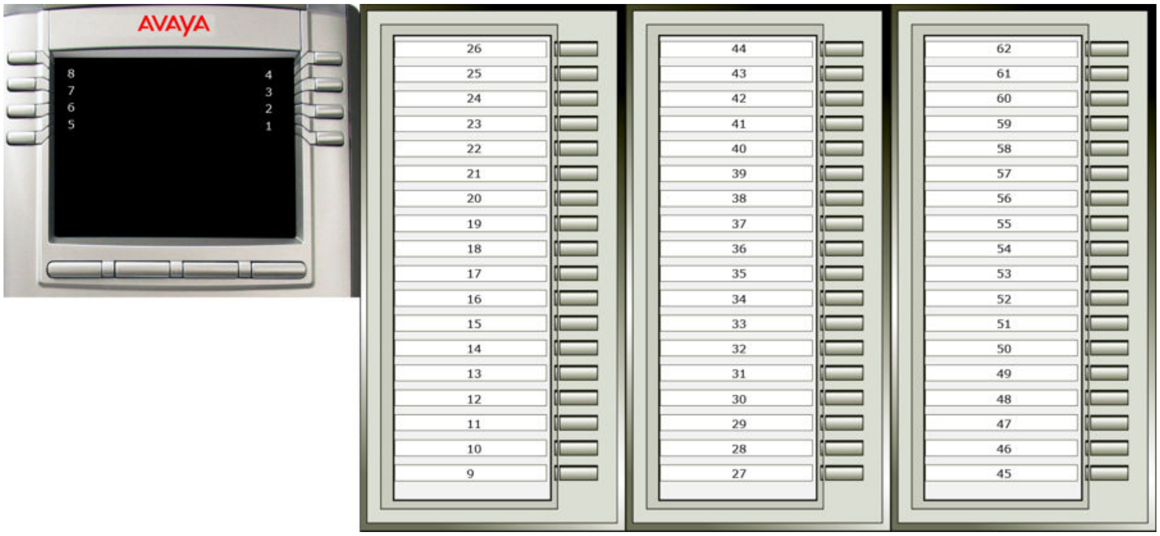
Key 1: [Line Key]
Key 2: Bob
Key 3: Sarah
Key 4: Steve
Key 5:
Key 6:
Key 7:
Key 8:
Key 9:

View
Edit
Bulk
Back

**Figure 33: Feature keys**

You can program the feature keys one at a time, or you can automatically program empty feature keys from your Friends list or Address Book. For information about how to autoprogram feature keys see, Feature key programming on page 179.

The following figure shows the feature key numbering for three Expansion Modules for Avaya 1100 Series IP Deskphones.



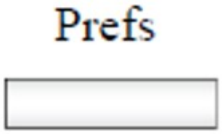
AVAYA
8
7
6
5
4
3
2
1
26
25
24
23
22
21
20
19
18
17
16
15
14
13
12
11
10
9
44
43
42
41
40
39
38
37
36
35
34
33
32
31
30
29
28
27
62
61
60
59
58
57
56
55
54
53
52
51
50
49
48
47
46
45

**Figure 34: Feature key numbering**

## Feature key programming

You can program feature keys.

### To access the Program Key screen:

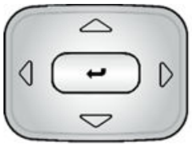


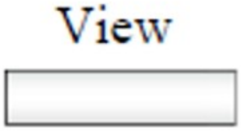
Press the **Prefs** context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.
The **Program Key** screen opens as shown in Feature keys on page 178.

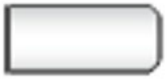
The **Program Key** screen provides the following context-sensitive soft keys:

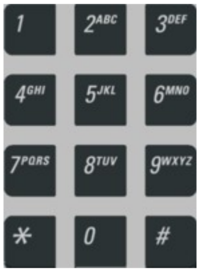
- **View**— to access the feature key detail screen.
- **Edit** —to edit the setting or modification of the selected programmable key.
- **Bulk**—to access the autoprogramming and auto removal feature.
- **Back**—to return to the previous screen.

### To view feature key details:



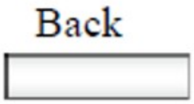




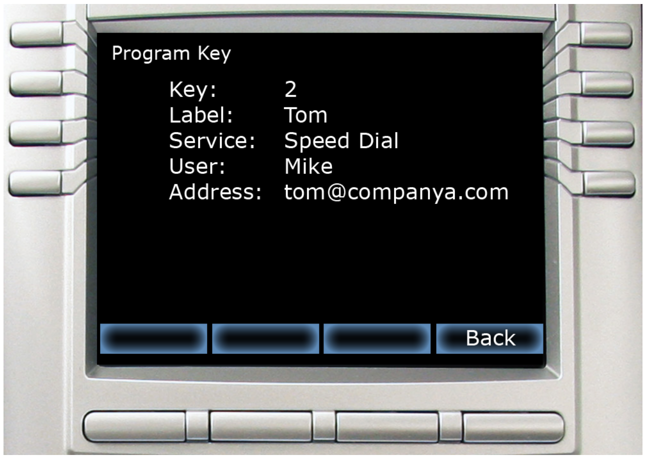


1. To select a feature key to view, do one of the following:

- Press the **Up/Down** navigation key to highlight the feature key to view and press the **View** context-sensitive soft key.
- Press the **Feature** key that you want to view and press the **View** context-sensitive soft key.
- Use the dialpad to select the **Feature** key that you want to view and press the **View** context-sensitive soft key.
  The **Program Key** screen opens as shown in Figure 35: Feature key details on page 181.



2. Press the **Back** context-sensitive soft key to return to the previous screen.



Program Key

Key: 2
Label: Tom
Service: Speed Dial
User: Mike
Address: tom@companya.com

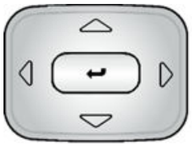
**Figure 35: Feature key details**

The Program Key screen displays the following:

- Key—programmed feature key number
- Label—label used for the feature key
- Service—services programmed to the feature key, such as:
    - Speed Dial
    - Call Forward
    - Do Not Disturb
    - Send IM
    - Presence
- User—current user to whom the programmed feature key is associated
- Address—SIP address for the feature key when programmed for Speed Dial, Call Forward, and Send IM.

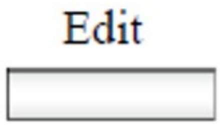
> **Note:**
>
> If you to try to view a feature key that is not programmed, the IP Deskphone displays the message:
>
> `Program Key Not Available (Key is empty).`

### To edit a feature key:



1. To select a feature key to edit, do one of the following:

- Press the **Up/Down** navigation key to scroll through the feature keys to highlight



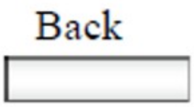
the one you want to edit and then press the **Edit** context-sensitive soft key.

- Press the **Feature** key that you want to edit and then press the **Edit** context-sensitive soft key.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

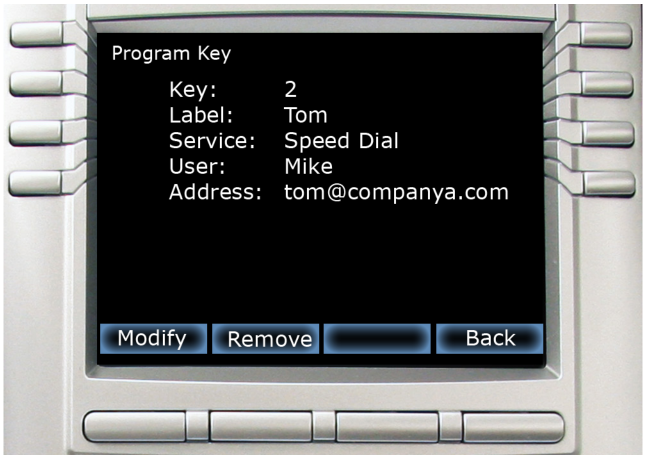
- Use the dialpad to select the **Feature** key that you want to view and then press the **Edit** context-sensitive soft key.

The **Program Key** screen opens as shown in Figure 36: Edit feature key screen on page 182.



2. Press the **Back** context-sensitive soft key to return to the previous screen.

The following figure shows the “**Edit feature key**” screen.

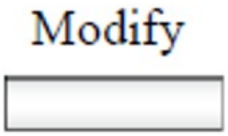


Program Key

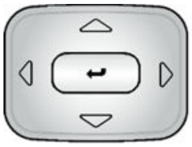
Key: 2
Label: Tom
Service: Speed Dial
User: Mike
Address: tom@companya.com

**Figure 36: Edit feature key screen**

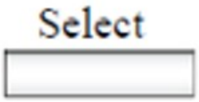
## To modify a feature key:

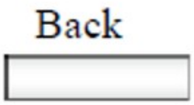


1. Press the **Modify** context-sensitive soft key.

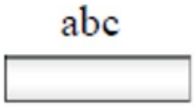


2. Press the **Up/Down** navigation key to highlight one of the following feature key services:
    - Speed Dial
    - Call Forward
    - Do Not Disturb
    - Send IM
    - Presence





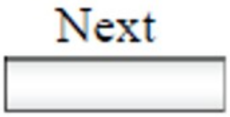
3. Choose one of the following:
    - Press the **Select** context-sensitive soft key to choose a service.
    - Press the **Back** context-sensitive soft key to return to the previous menu.



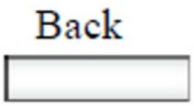
4. Press the **abc/123** context-sensitive soft key to toggle between numeric and alphabetic input.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

5. Use the dialpad to enter the label for the feature key.



6. Choose one of the following:
    - Press the **Next** context-sensitive soft key to continue. Continue to input information based on the following services:
        - Speed dial. See To program a Speed Dial feature key on page 184

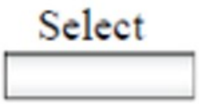


- Call Forward. See To program a Call Forward feature key: on page 185
- Do Not Disturb. See To program a Do Not Disturb feature key: on page 187
- Send IM. See To program a Send IM feature key: on page 188
- Presence. See To program a Presence feature key: on page 189

- Press the **Back** context-sensitive soft key to return to the previous menu.

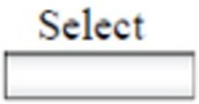
### To program a Speed Dial feature key:

To program a Speed Dial feature key, beginning from Step 6 in the procedure “To modify a feature key”:



1. Press the **Select** context-sensitive soft key.

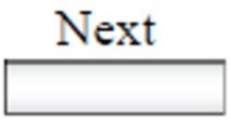
2. Select **Speed Dial**.



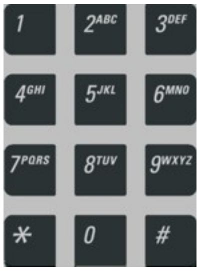
3. Press the **Select** context-sensitive soft key.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

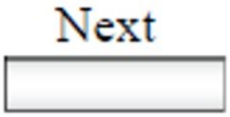
4. Use the dial pad to enter a key label.



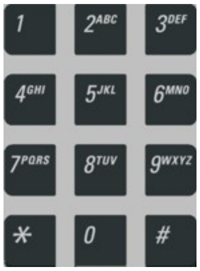
5. Press the **Next** context-sensitive soft key to continue.


1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

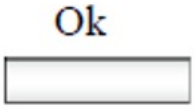
6. Use the dial pad to enter an address.

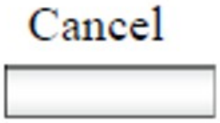


7. Press the **Next** context-sensitive soft key to continue.


1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

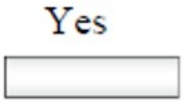
8. Use the dial pad to enter a Call Subject associated with the Speed Dial contact. You can leave this blank if you do not want to include a Call Subject.

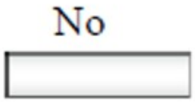




9. Choose one of the following:

- Press the **Ok** context-sensitive soft key to confirm the entry and move to the next step.
- Press the **Cancel** context-sensitive soft key to return to the previous step.



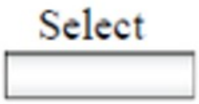


10. Choose one of the following:

- Press the **Yes** context-sensitive soft key to activate auto-retrieve of held call on hang up of speed dial.
- Press the **No** context-sensitive soft key to return to the previous step.

## To program a Call Forward feature key:

To program a Call Forward feature key, beginning from Step 6 in the procedure “To modify a feature key”:

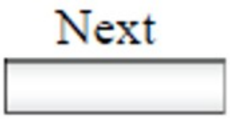


1. Press the **Select** context-sensitive soft key.

2. Select **Call Forward**.

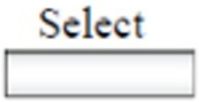
1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

3. Use the dial pad to enter a key label.



4. Press the **Next** context-sensitive soft key to continue.

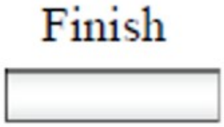
5. Select a User.

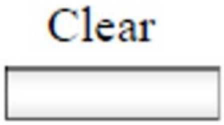


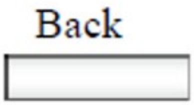
6. Press the **Select** context-sensitive soft key.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

7. Use the dial pad to enter the address.





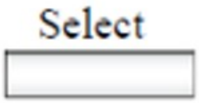


8. Choose one of the following:

- Press the **Finish** context-sensitive soft key to confirm the entry and complete the procedure.
- Press the **Clear** context-sensitive soft key to erase the entry.
- Press the **Back** context-sensitive soft key to return to the previous menu.

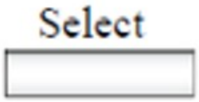
### To program a Do Not Disturb feature key:

To program a Do Not Disturb feature key, beginning from Step 6 in the procedure “To modify a feature key”:



1. Press the **Select** context-sensitive soft key.

2. Select **Do not disturb**.

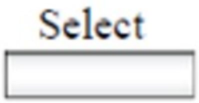


3. Press the **Select** context-sensitive soft key.

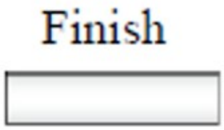
1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

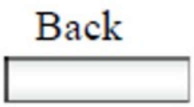
4. Use the dial pad to enter a key label.

5. Select a User.



6. Press the **Select** context-sensitive soft key.



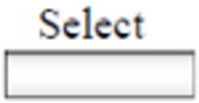


7. Choose one of the following:

- Press the **Finish** context-sensitive soft key to confirm the entry and complete the procedure.
- Press the **Back** context-sensitive soft key to return to the previous menu.

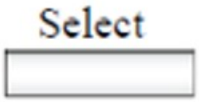
## To program a Send IM feature key:

To program a Send IM feature key, beginning from Step 6 in the procedure “To modify a feature key”:

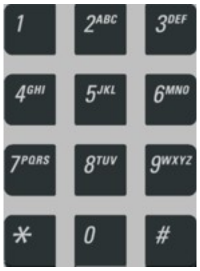


1. Press the **Select** context-sensitive soft key.

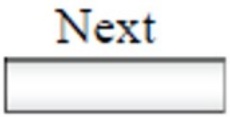
2. Select **Send IM**.



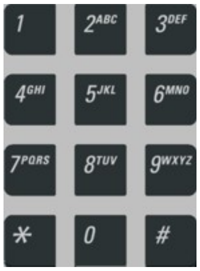
3. Press the **Select** context-sensitive soft key.


1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

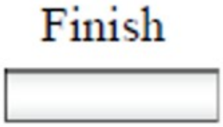
4. Use the dial pad to enter a key label.



5. Press the **Next** context-sensitive soft key.



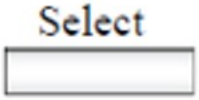
6. Use the dial pad to enter an address.



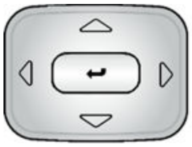
7. Press the **Finish** context-sensitive soft key to continue.

## To program a Presence feature key:

To program a Presence feature key, beginning from Step 6 in the procedure “To modify a feature key”:

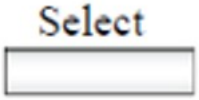


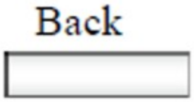
1. Press the **Select** context-sensitive soft key.



2. Press the **Up/Down** navigation key to highlight one of the following:

- **Connected**
- **Unavailable**

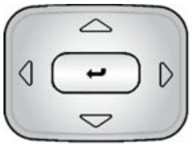




3. Choose one of the following:

- Press the **Select** context-sensitive soft key to select Presence.
- Press the **Back** context-sensitive soft key to return to the previous step.

4. You can choose a more detailed presence status as follows for other users to see or you can select **None** if you do not want to give additional information.



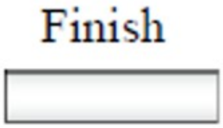
5. Choose a presence status:

- Appointment
- Away
- Breakfast
- Busy
- Dinner
- Holiday
- In transit
- Looking for work
- Lunch
- Meal
- Meeting
- On the phone
- Performance
- Permanent absence
- Playing
- Presentation
- Shopping
- Sleeping
- Spectator
- Steering
- Travel
- TV
- Vacation
- Working
- Worship
- Unknown

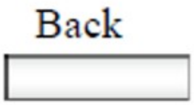
**Note:**

You can create your own Presence message to appear on screen, which becomes available when you program a feature key as a shortcut. For more information, see Adding a new Presence state message on page 204.

6. Choose one of the following:



- Press the **Finish** context-sensitive soft key to select the **Presence** detail and finish the procedure.



- Press the **Back** context-sensitive soft key to return to the previous step.

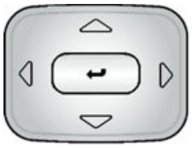
## Remove a programmed feature key

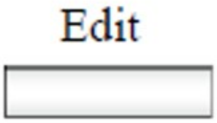
You can remove a feature key by using one of the following methods:

- Edit context-sensitive soft keys. See To remove a feature key using the Edit context-sensitive soft key: on page 191
- Bulk context-sensitive soft keys. See Remove programmed feature keys by using the Bulk context-sensitive soft key: on page 193.

### To remove a feature key using the Edit context-sensitive soft key:

1. Press the **Prefs** soft key, select **Feature Options**, and select **Feature Keys** from the menu.
The **Program Key** screen opens as shown in Feature keys on page 178.

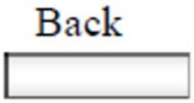


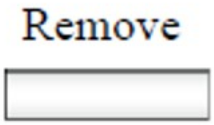


2. To select a feature key to remove, do one of the following:

   - Press the **Up/Down** navigation key to scroll through the feature keys to highlight one to remove and press the **Edit** context-sensitive soft key.
   - Press the feature key that you want to remove and then press the **Edit** context-sensitive soft key.
   - Use the dialpad to select the **Feature** key that you want to view and then press the **Edit** context-sensitive soft key.

   The **Program Key** screen opens as shown in Figure 36: Edit feature key screen on page 182

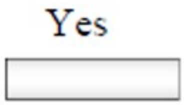


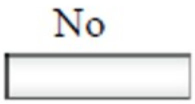


3. Choose one of the following:

   - Press the **Back** context-sensitive soft key to return to the previous screen.
   - Press the **Remove** context-sensitive soft.

   The IP Deskphone displays `Confirm Remove key`?





4. Choose one of the following:
   - Press the **Yes** context-sensitive soft key to confirm the removal of the feature key.
   - Press the **No** context-sensitive soft key to return to the previous screen without removing the feature key.

## Feature key autoprogramming

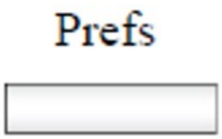
The feature key autoprogramming provides the user with the ability to cause the IP Deskphone to detect all unused programmable keys, and to automatically fill them as Speed Dial keys, Send IM keys, or Call Forwarding keys using the user Friends list or the user Address Book. The feature key autoprogramming also provides the user with the ability to remove all programmed feature keys from the IP Deskphone.

Autoprogramming does not overwrite feature keys already programmed and when the IP Deskphone detects if a feature key is already configured with Speed Dial, Send IM, or Call Forward for contact, it does not create a new instance.

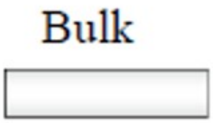
**Note:**

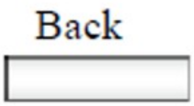
The autoprogramming feature options are dependent on your service provider and IP Deskphone configuration. If you attempt to use the autoprogram feature (**Bulk** context-sensitive soft key) for a feature that is not available to you, the IP Deskphone displays the message: `This feature is disabled. Contact your provider.`

### Autoprogram feature keys:



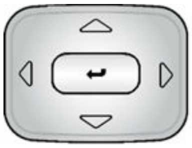
1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.
   The Program Key screen opens as shown in Feature key screen on page 179.



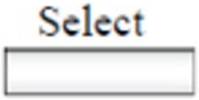


2. Choose one of the following:
   - Press the **Bulk** context-sensitive soft key.
   - Press the **Back** context-sensitive soft key to return to the previous step.

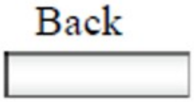
3. Press the **Select** context-sensitive soft key to select menu item **1. Feature key creation**.



4. Press the **Up/Down** navigation key to highlight one of the following services that you want to autoprogram:
   - 1. Speed Dial
   - 2. Send IM
   - 3. Call Forward



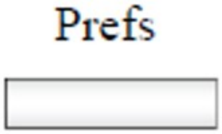
5. Choose one of the following:
   - Press the **Select** context-sensitive soft key to autoprogram the feature keys with the selected service.



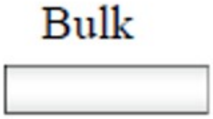
   - Press the **Back** context-sensitive soft key to return to the previous step.

## Remove all programmed feature keys by using the Bulk context-sensitive soft key:

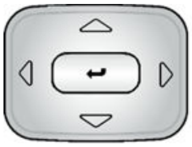
To remove all programmed feature keys, or an individual programmed feature key, by using the Bulk context-sensitive soft key:

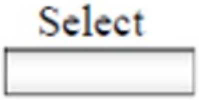


1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and select **Feature Keys** from the menu.

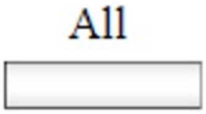


2. Press the **Bulk** context-sensitive soft key.

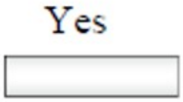


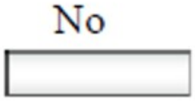


3. Press the Up/Down navigation key to highlight the **2. Feature key removal** menu item and press the **Select** context-sensitive soft.



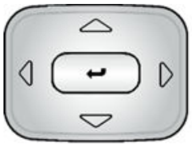
4. Press the **All** context-sensitive soft key to remove all the programmed feature keys.

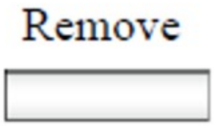


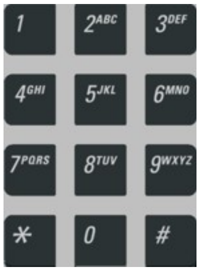


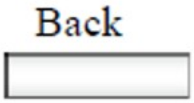
5. Choose one of the following:

- Press the **Yes** context-sensitive soft key to confirm the removal of all the feature keys.
- Press the **No** context-sensitive soft key to return to the previous screen without removing the feature keys.





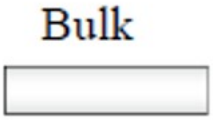


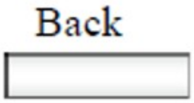


6. To select a single feature key to remove, do one of the following:

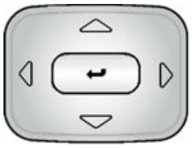
- Press the Up/Down navigation key to scroll through the feature keys and highlight the feature key to remove and press the **Remove** context-sensitive soft key.
- Press the **Feature** key that you want to remove and press the **Remove** context-sensitive soft key.
- Use the dialpad to select the **Feature** key that you want to view and press the **Remove** context-sensitive soft key.
  OR
  Press the **Back** context-sensitive soft key to return to the previous menu.

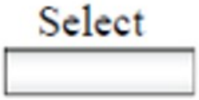
### Remove individual programmed feature keys by using the Bulk context-sensitive soft key:



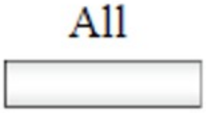


1. Choose one of the following:
   - Press the **Bulk** context-sensitive soft key.
   - Press the **Back** context-sensitive soft key to return to the previous step.

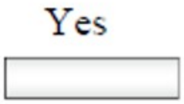


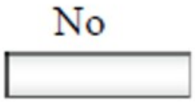


2. Press the Up/Down navigation key to highlight **2. Feature key removal** and press the **Select** context-sensitive soft.
   The **Program Key** screen opens listing all the feature keys. See Feature key screen on page 179.

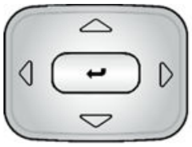


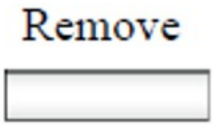
3. Press the **All** context-sensitive soft key to remove all the programmed feature keys.





4. Choose one of the following:
   - Press the **Yes** context-sensitive soft key to confirm the removal of all the feature keys.
   - Press the **No** context-sensitive soft key to return to the previous screen without removing the feature keys.





5. To select a single feature key to remove, do one of the following:
   - Press the Up/Down navigation key to scroll through the feature keys to highlight one and press the **Remove** context-sensitive soft key.
   - Press the **Feature** key that you want to remove and then press the **Remove** context-sensitive soft key.
   - Use the dialpad to select the **Feature** key that you want to view and then press the **Remove** context-sensitive soft key.

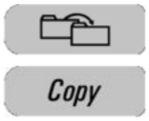
**OR**
Press the **Back** context-sensitive soft key to return to the previous menu

## Creating a feature key using the Copy key

You can create a feature key for Speed Dial, Call Forward, or Send IM by pressing the **Copy** fixed key when you are viewing any of the following:

- a highlighted entry in an Address Book list
- a highlighted entry of your Call Inbox or Call Outbox

To designate a feature key by using the **Copy** key:

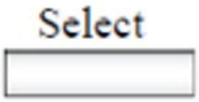


1. Open your Address Book, Call Inbox, or Call Outbox, highlight the entry you want to use for the feature key, and then press the **Copy** key.

2. Press the **Up/Down** navigation key to highlight Speed Dial, Call Forward, or Send IM from the menu.

**Note:**

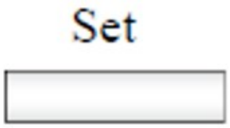
Presence and Do Not Disturb are not programmable by using the **Copy** key.



3. Press the **Select** context-sensitive soft key.

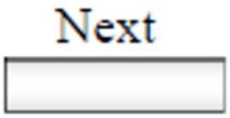
4. Choose one of the following:

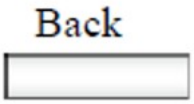
- Press the **Up/Down** navigation key to highlight the feature key to which to copy the information to and press **Set**.
- Press the **Feature** key that you want to use for the service selected.



1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

5. Use the dialpad to enter the label for the feature key.





6. Press the **Next** context-sensitive soft key to continue. Continue to input information based on the selected service:

- Speed Dial — see To program a Speed Dial feature key: on page 184
- Call Forward — see To program a Call Forward feature key: on page 185
- Send IM — see To program a Send IM feature key: on page 188
- Presence — see To program a Presence feature key: on page 189

**OR**
Press the **Back** context-sensitive soft key to return to the previous menu.

# Using Call Forward

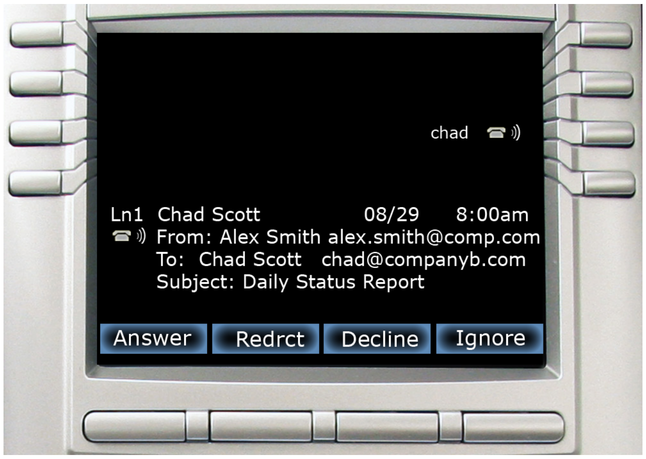
Use the Call Forward feature to direct incoming calls to an alternate destination. You can continue to make calls from the IP Deskphone but all incoming calls are redirected to the new destination.

When you forward a call to another IP Deskphone, the IP Deskphone receives the call displays the name and SIP address (if present) of the caller, the name and SIP address (if present) of the original called party, and any subject message included with the call. This ensures that the user who receives the forwarded call knows that the call is forwarded from you, who the call is from, and any subject message that is included.

**Note:**

Not all service providers display forwarded calls as described. Contact your system administrator or service provider for more information about Call Forward.

The following figure is an example of an incoming call display for an incoming call.



Ln1 Chad Scott 08/29 8:00am
☎ From: Alex Smith alex.smith@comp.com
To: Chad Scott chad@companyb.com
Subject: Daily Status Report

**Figure 37: Incoming call display for a forwarded call**

When the address or subject line is long, you can scroll by using the left and right navigation keys.

The following table describes the Privacy setting and the display for a forwarded call on the IP Deskphone

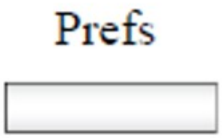
**Table 15: Privacy setting and IP Deskphone display for Call Forward**

| Privacy setting | IP Deskphone display |
|---|---|
| None | From: Robert (robert@companyb.com)<br>To: Alice (alice@companya.com)<br>Subject: Calling to discuss budget. |
| All | From: Anonymous<br>To: Alice (alice@companya.com)<br>Subject: Calling to discuss budget. |
| Address | From: Robert<br>To: Alice (alice@companya.com)<br>Subject: Calling to discuss budget. |
| Name | From: robert@companyb.com<br>To: Alice (alice@companya.com)<br>Subject: Calling to discuss budget. |

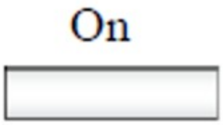
## Call Forward reminder signal

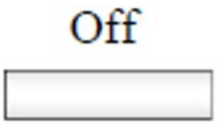
When you forward your calls to another user or IP Deskphone, you have the option to program the IP Deskphone to remind you that incoming calls can be forwarded. This notification is an audible signal you hear when you go off hook and a change to the ring pattern when a call is incoming.

To activate or deactivate this notification:



1. Press the **Prefs** context-sensitive soft key, select **Feature Options**, and select **Call Fwd Notification** from the menu.





2. Choose one of the following:

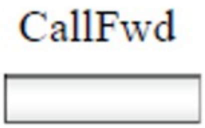
- Press the **On** context-sensitive soft key to activate Call Forward Notification
- If the Call Forward Notification is activated, press the **Off** context-sensitive soft key to deactivate the feature.

**Note:**

If the IP Deskphone is ringing or is in Do Not Disturb mode, you cannot forward the call.

## Activate Call Forward

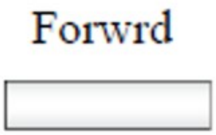
To forward your calls or change the number where calls are forwarded:

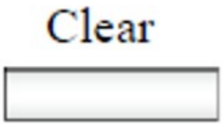


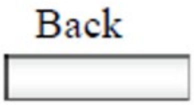
1. Press the **CallFwd** context-sensitive soft key.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

2. Enter the phone number or SIP address where you want to forward your calls.





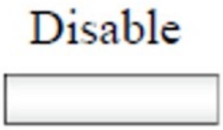


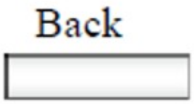
3. Choose one of the following:

- Press the **Forwrd** context-sensitive soft key to accept the number and return to the Services Menu.
- Press the **Clear** context-sensitive soft key to clear the input line.
- Press the **Back** context-sensitive soft key to cancel the input and return to the **Services** menu.

## Deactivate Call Forward

To deactivate Call Forward:





Choose one of the following:

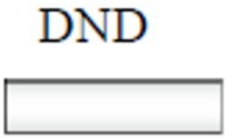
- Press the **Disable** context-sensitive soft key to deactivate Call Forward and return to the **Services** Menu.
- Press the **Back** context-sensitive soft key to cancel deactivating the Call Forward and return to the **Services** menu.

# Configuring Do Not Disturb

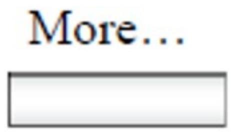
Use Do Not Disturb to automatically block all incoming calls. When you activate this feature, the calling party receives a busy signal.

## Enable Do Not Disturb

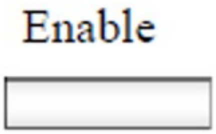
To enable Do Not Disturb:

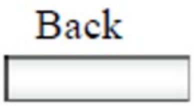


1. Press the **DND** context-sensitive soft key on the idle display (press the **More…** context-sensitive soft key until DND appears).

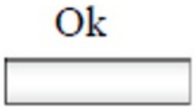


2. Choose one of the following:





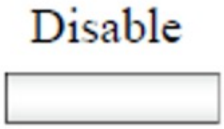
- Press the **Enable** context-sensitive soft key to configure the IP Deskphone to Do Not Disturb.
- Press the **Back** context-sensitive soft key to return to the previous menu.

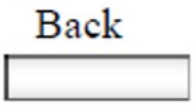


3. Press the **Ok** context-sensitive soft key to return to the Services menu.

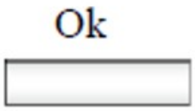
## Disable Do Not Disturb

To disable Do Not Disturb:





1. Choose one of the following:
   - Press the **Disable** context-sensitive soft key to configure Do Not Disturb.
   - Press the **Back** context-sensitive soft key to return to the previous menu.
2.

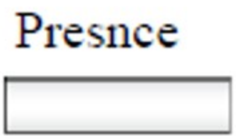


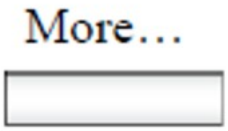
2. Press the **Ok** context-sensitive soft key to return to the **Services** menu.

# Configuring a Presence state

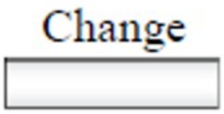
You can configure a presence state to enable other users to see information about your availability. You can select from a list of pre-made messages or create a new message to display for your presence state.

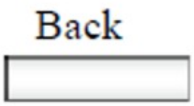
To configure a Presence state:





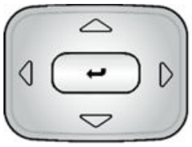
1. Press the **Presnce** context-sensitive soft key (press the **More…** context-sensitive soft until **Presnce** appears).





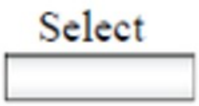
2. Choose one of the following:

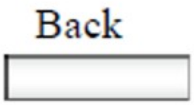
- Press the **Change** context-sensitive soft key to change your current Presence state.
- Press the **Back** context-sensitive soft key to return to the Services menu.



3. Press the **Up/Down** navigation key to highlight either:

- Connected
- Unavailable

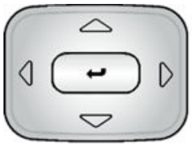




4. Choose one of the following:

- Press the **Select** context-sensitive soft key to continue to the next screen.
- Press the **Back** context-sensitive soft key to return to the previous step.

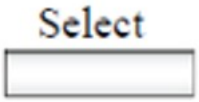
You can choose a more detailed message for other users to see, or you can select **None** if you do not want to provide additional information.



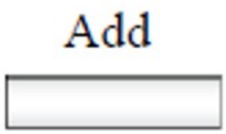
5. Select one of the following Presence states:
- Appointment
- Away
- Breakfast
- Busy
- Dinner
- Holiday
- In-Transit
- Looking For Work
- Lunch
- Meal
- Meeting
- On The Phone
- Performance
- Permanent Absence
- Playing
- Presentation
- Shopping
- Sleeping
- Spectator
- Steering
- Travel
- TV
- Vacation
- Working
- Worship
- Unknown

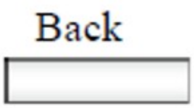
**Note:**

You can create your own Presence messages to appear on screen, which become available when you program a feature key as a shortcut.

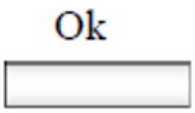


6. Choose one of the following:





- Press the **Select** context-sensitive soft key to select the Presence state and move to the confirmation screen.
- Press the **Add** context-sensitive soft key to enter a custom note. For more information, see Adding a new Presence state message on page 204.
- Press the **Back** context-sensitive soft key to return to the previous step.

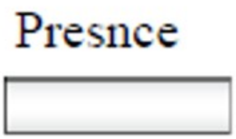


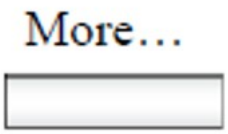
7. Press the **OK** context-sensitive soft key to confirm the Presence state selection.

## Adding a new Presence state message

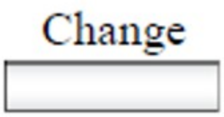
You can add a new Presence state message.

**To add a new Presence state message:**

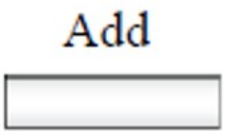




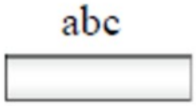
1. Press the **Presnce** context-sensitive soft key (press the **More.…** context-sensitive soft key until **Presnce** appears).



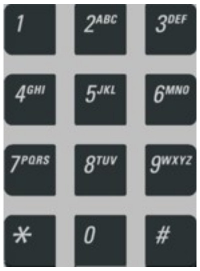
2. Press the **Change** context-sensitive soft key.
3. Select **Connected** or **Unavailable** from the menu.



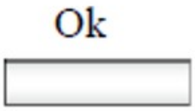
4. Press the **Add** context-sensitive soft key.

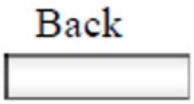


5. Press the **abc/123** context-sensitive soft key to toggle between alphabetic and numeric characters.



6. Use the dialpad to enter a new Presence state message.





7. Choose one of the following:

- Press the **Ok** context-sensitive soft key to confirm the entry and complete the procedure.
- Press the **Back** context-sensitive soft key to return to the previous step.

# Configuring Privacy settings

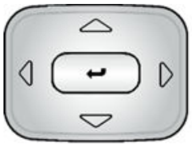
You can restrict caller information coming to the IP Deskphone or caller information leaving the IP Deskphone. You can restrict the name, SIP address, or both from appearing on the screen.

## Incoming call privacy

You can restrict the information for incoming calls to your IP Deskphone by configuring the Incoming Call Privacy setting.

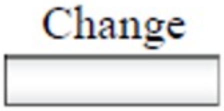
### To configure Incoming Call Privacy:

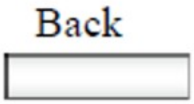
1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then **Incoming Privacy** from the menu.



2. Press the **Up/Down** navigation key to highlight one of the following:

- None (no restriction)
- Name (restricts only the name)
- Address (restricts only the address)
- All (restricts name and number)





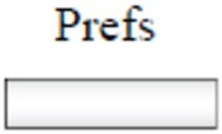
3. Choose one of the following:

- Press the **Change** context-sensitive soft key to change the Incoming Privacy restriction to the highlighted restriction.
- Press the **Back** context-sensitive soft key to return to the previous menu without implementing any changes.

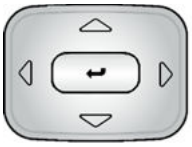
## Outgoing call privacy

You can restrict the information for outgoing calls from your IP Deskphone by configuring the Outgoing Call Privacy setting.

### To configure Outgoing Call Privacy:

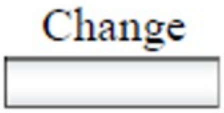


1. Press the **Prefs** context-sensitive soft key, select **Misc Options**, and then **Outgoing Privacy** from the menu.

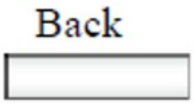


2. Press the **Up/Down** navigation key to highlight one of the following:

- None (no restriction)
- Name (restricts only the name)
- Address (restricts only the address)
- All (restricts name and number)



3. Choose one of the following:



- Press the **Change** context-sensitive soft key to change the Outgoing Privacy restriction to the highlighted restriction.
- Press the **Back** context-sensitive soft key to return to the previous menu without implementing any changes.

## Multiple Appearance Directory Number

Multiple Appearance Directory Number (MADN), also known as Bridge Line Appearance, and using Single Call Appearance (SCA) allows multiple IP Deskphones to appear as a single line to the caller. Any of the IP Deskphones with an active MADN feature can initiate or answer a call, but only one call can be active at a time. However, other clients that are part of the same MADN line can join the active call by going off hook.

You can prevent others from joining the call by using the MADN feature to make the call private. To make the call private you dial a special code (Vertical Service Code) so that the call server knows that the call is private. To dial a Vertical Service Code on an IP Deskphone, you must first initiate a new call by pressing the **Action** context-sensitive soft key, select **New Call/ Conference**, and then dial the Vertical Service Code that is provided by your system administrator or service provider.

**Note:**

The MADN feature is only available when you connect to a call server that supports it. Your system administrator manages the MADN feature and enables the MADN feature on your IP Deskphone if required.

When multiple IP Deskphones are configured with a MADN SCA feature, they share one single Directory Number (DN) that is available to the user. An incoming call to this DN or to any SIP address of the users of the MADN SCA group causes all the IP Deskphones to ring. Also, any user of the MADN SCA group can join a call initiated from any of the IP Deskphones of that group.

Any user that joins a call with the MADN SCA feature can put the call on hold and prevent other users within the MADN SCA group from joining.

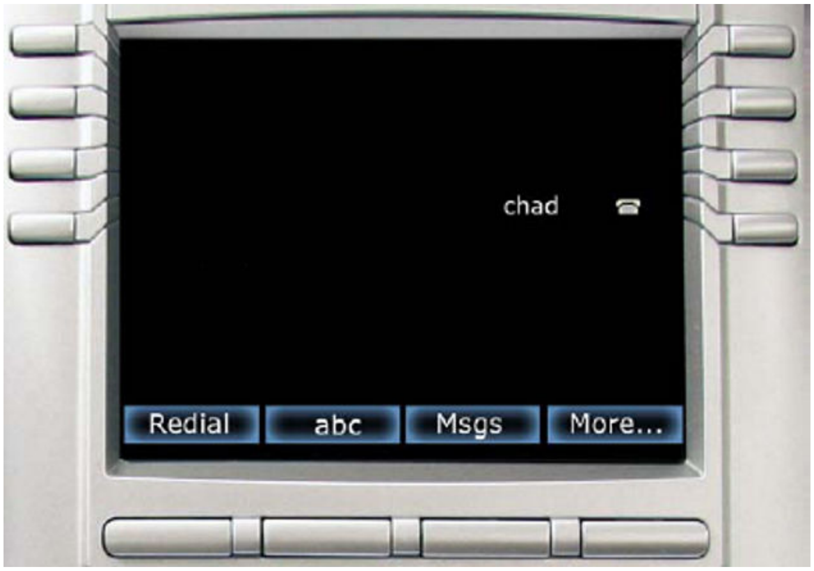

chad ☎
Redial
abc
Msgs
More...

Figure 38: MADN SCA shared line not active

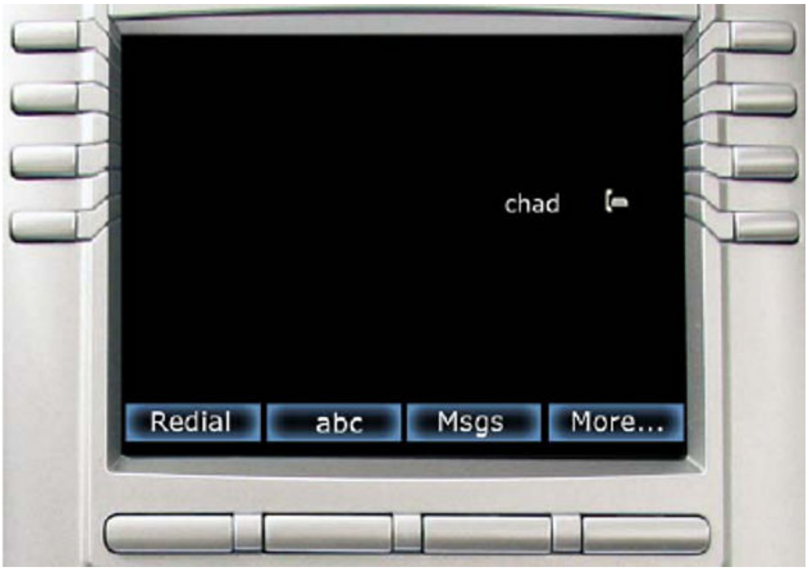

chad
Redial
abc
Msgs
More...

Figure 39: MADN SCA shared line active

# Audio Codecs

This feature allows you to specify a codec to which you can switch to during an active call. You can use the Preferences menu to modify the order of preference of the codecs between calls.

You can select an audio codec by name during a call, or while the handset is idle. The Audio Codecs feature also gives you control over the audio configuration that is used for inbound and outbound calls.

To change the codec while on the call, select **Audio** > **Change codec**, and then press **OK**.

The following context-sensitive soft keys are available on the Audio Codes page:

- **Ok** — to view the Audio Codec Selection screen.
- **Back** — to return to the previous screen.

## Audio Codec Selection

The Audio Codec Selection allows you to select a codec to use during inbound and outbound calls.

The following context-sensitive soft keys are available for selecting the audio codes:

- **Select**: The IP Deskphone attempts to renegotiate the codec for the current call to use the selected codec.
- **Back**: Allows you to return to the Audio Codec screen.

## Audio Codec Ordering

The Audio Codec Ordering allows you to modify the order of preference of codecs to use during inbound and outbound calls.

The following context-sensitive soft keys are available for the audio codec ordering page:

- **Save**—to save the current order as the new preferred codec order.
- **MoveUp**—to move the highlighted codec up in the list.
- **MoveDwn**—to move the highlighted codec down in the list.
- **Back**—to return to the Audio Codec screen.

The Audio Codec Ordering screen allows you to modify the order of preference of the codecs. You can reorder the preferences, and the changes to the ordering are saved.

# PC Client softphone interworking with the IP Deskphone

This feature allows you to access the functionality of the IP Deskphone using a PC Client softphone. The Click-to-Answer function allows you to answer an incoming call to the IP Deskphone by clicking a button on your PC Client running on your PC. The call continues as if you answered it using the **Answer** context-sensitive soft key on the IP Deskphone.

This feature allows you to control a call coming to the IP Deskphone using a softphone client on the PC. The call data is actually sent and received by the IP Deskphone. This feature does not support the **Copy** context-sensitive soft key.

---

## Answer-Mode Settings

For an Avaya 1165E IP Deskphone to automatically be answered on your PC Client softphone, you must pre-grant authorization to the user or user groups who are making the request for an automatic answer.

Press **Prefs** > **Feature Options**, and then select **Answer-Mode Settings** to request an automatic answer to the callers.

The following options are available for the **Answer-Mode Settings** page:

- **Allow Mode** — to select a mode. The options for the Allow Mode are as follows:
    - Disabled (uses Allow Addresses list)
    - Friends
    - Directory (includes all Friends)
    - Public (includes all users)
- **Allow Addresses** — to edit the list of address.

The following context-sensitive soft keys are available for the **Answer-Mode Settings** page:

- **Change** — to open the **Allow Mode Settings** page if option 1 is selected. Allows you to open the **Allow Domain** page shown if option 2 is selected.
- **Back** — to return to the **Feature Options** page.

### Allow-Mode Options

The **Allow-Mode Options** screen enables you to allow automatic requests for Allowed Addresses only (Disabled mode), Friends, Directory, or Public users.

The following context-sensitive soft keys are available for the **Allow-Mode Options** page:

- **Select** — opens the **Allow-Mode Options** page if **Allow Mode** is highlighted; opens the **Address Info** page if **Allow Addresses** is highlighted.
- **Back** — to return to the previous screen.

### Address Info

The **Address Info** screen allows you to preauthorize requests to automatically answer to a list of user-entered domains and SIP addresses.

The screen displays the following instructions:

```
Enter Allowed Address

and press Save:
```

>

The following options are available for theAddress Info page while adding or editing an address:

- **Save** — to save the entered domain and SIP address into the list and displays the list.
- **abc/123** — to change between alphanumeric and numeric entry.
- **Clear** — to erase all entered characters.
- **Back** — to return to the previous screen.

The **Allow Addresses** screen displays the domains and SIP addresses in a list. If the list is long, you can scroll down the screen until you have reached the last entry.

The following context-sensitive soft keys are available for the **Address Info** page while viewing the allowed address list:

- **Add** — to add the entry content.
- **Edit** — to select the current entry and edit the entry.
- **Delete** — to delete the selected domain from the list.
- **Back** — to return to the **Answer-Mode Settings** screen.

---

# Automatic remote software updates

**Note:**

Your system administrator must enable Remote check for update for this feature to work.

Your IP Deskphone may be configured to perform automatic software updates. If this feature is configured, the IP Deskphone displays when a software update is scheduled to occur, and **Yes** and **No** context-sensitive soft keys are displayed. If the IP Deskphone is idle and no key is pressed, the software update begins in one minute.

If you press **Yes**, the software download begins.

If you are using your IP Deskphone (this includes on hold, on a conference call, or when your IP Deskphone is ringing) and you press **No**, the call is not disconnected and the software update does not occur. The IP Deskphone displays the software download prompt again in three minutes a total of three times.

If, after the third notification, you press **No** or no key is pressed, the software update does not occur. Your IP Deskphone attempts the software download process again in two hours.

**Note:**

If you allow the update to proceed and the server is down, the IP Deskphone does not ask for updates again.

# Busy Lamp Field

The Busy Lamp Field (BLF) feature is an alternate presence-monitoring mechanism for the IP Deskphone that allows presence functionality on proxies that support BLF.

BLF is an icon state for a corresponding Speed Dial key on an IP Deskphone; the icon state tells you if another extension connected to the same SIP server is busy. You do not enable or disable this feature; BLF is configured by your system administrator. If enabled, the IP Deskphone subscribes to the proxy and receives the presence state list for all the users it is configured to watch. Call states and the corresponding presence icons are shown in the following table:

| State | Meaning | Icon |
|---|---|---|
| Unknown | The presence of the monitored IP Deskphone is unknown | ○ |
| Terminated | The monitored IP Deskphone is not involved in a call and is available | ● |
| Ringing | The monitored IP Deskphone is ringing | ☎<br>Flashing |
| On the phone | The monitored IP Deskphone is busy on a call | ☎ |

**Note:**

If you have the required permissions, you can answer a call placed to a monitored IP Deskphone. To answer, press the flashing **Ringing** button.

# Chapter 15: Multiuser

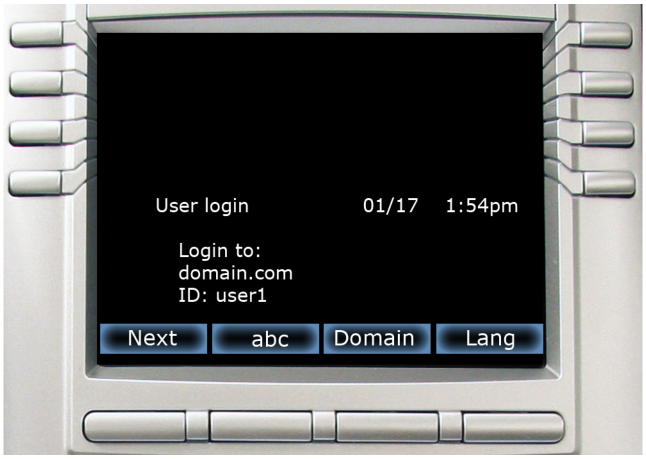
The Multiuser feature allows multiple SIP user accounts to be active on the IP Deskphone at the same time. This allows a single IP Deskphone to be shared among multiple users each with their own account, allowing each user to receive calls without logging off other users.

You can have multiple user accounts (for example, a work account and a personal account) active at the same time on the same IP Deskphone.

## Initial login

For an initial login, you must enter a user name and password and specify your login to either be permanent or to expire. You can also specify which SIP domain you want to access. The Domain key allows you to select a domain from the configured list but you cannot modify the domains.

You can change the language used at the login screen. The following figure shows the primary login screen.



User login 01/17 1:54pm

Login to:
domain.com
ID: user1

**Figure 40: Primary Login screen**

After you are logged in, the IP Deskphone displays the Idle screen.

You can configure up to five profiles. If the limit is exceeded, then the least recently-used profile is automatically deleted.

**Related topics:**

Additional logins on page 214

Automatic login on page 214

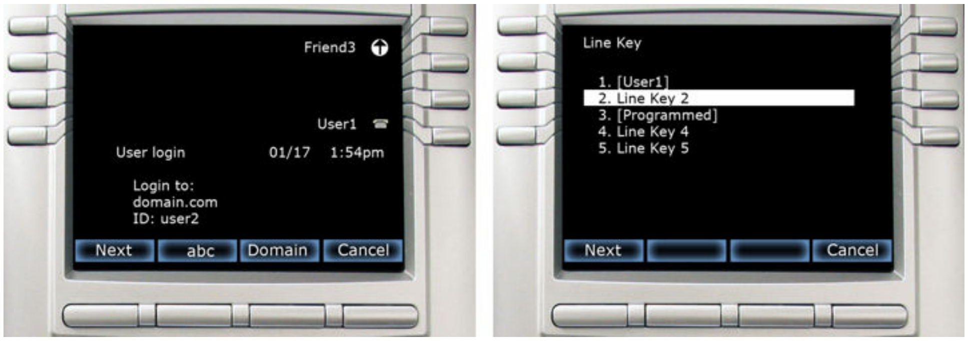
## Additional logins

The Login command in the **System** menu allows you to register additional accounts.

**Note:**

You cannot change the language in a secondary login.

The following figure shows the secondary login screens.



User login

Login to:
domain.com
ID: user2

**Figure 41: Secondary Login screens**

You can specify the line key to which the new account is associated. By default, the first unused key is selected. If the configured limit is reached on concurrent logins, then the selected login command displays an error message.

The initial login message `Logging in user` displays during the login operation.

During the login process, the IP Deskphone can receive calls for user accounts that are already registered; however, other features are not available until the login process is complete.

No profile selection prompt is displayed for the secondary account and no profile is created.

## Automatic login

If the automatic login feature is enabled and you were logged in when the IP Deskphone was switched off, the IP Deskphone automatically logs you back in upon startup. If multiple users were logged in, then they are all logged back in one after the other.

If the automatic login feature is disabled, then the automatic login does not occur.

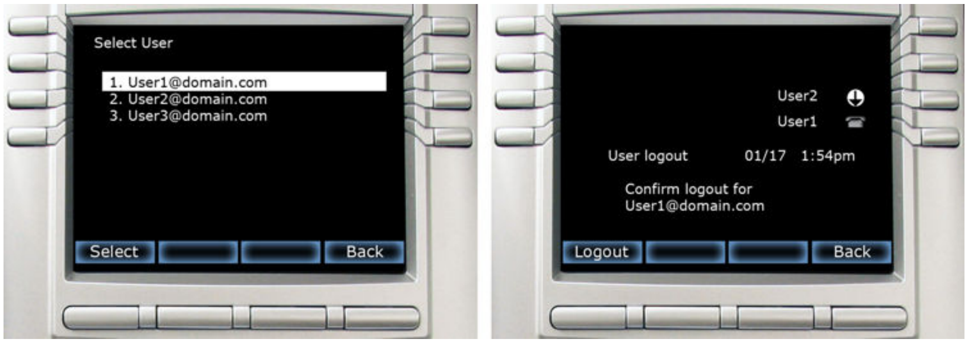
It is possible to provision the IP Deskphone with user credentials for automatic login even on the initial startup. With the addition of multiuser support, it is also possible to provision multiple accounts in the same way. For more information about different autologin scenarios, see Primary account logout on page 215.

# Logging out

The logout command prompts you to select an account, asks for confirmation, then proceeds to log out the account. Logging out an account frees the corresponding Line key. Logging out does not require a password.

For more information about logging out, see Logging off from the IP Deskphone on page 61

The following figure shows the logout screens.



1. User1@domain.com
2. User2@domain.com
3. User3@domain.com

Confirm logout for
User1@domain.com

**Figure 42: Logout screens**

**Related topics:**

- Primary account logout on page 215
- Secondary account logout on page 216

# Primary account logout

Logging out of the primary account causes all other accounts to log out automatically and the IP Deskphone to display the login screen. The secondary accounts are logged back in automatically when a new primary account is registered or the same primary account is re-registered.

If the IP Deskphone is restarted after logging out of the primary account, it returns to the login screen. Logging in a new primary account leads to automatic login of secondary accounts.

The list of programmed feature keys is part of the IP Deskphone profile. As a result, logging out of one primary account and logging in on a different account could change the set of feature keys. If a secondary account was assigned to a key that is also in the set of feature keys, the secondary account takes precedence; it is logged in, and the feature key acts as a line key. If the account is logged out manually, the programmed feature key becomes available.

## Secondary account logout

You can log out of a secondary account by selecting the secondary account in the Logout **Select User** screen. This causes the secondary account to be removed from the autologin list. If you restart the IP Deskphone, the secondary account is not logged back in.

# Server failover

If the connection to your account proxy is lost, then the IP Deskphone notifies your account and periodically attempts to reconnect. Some features remain accessible for other accounts (for example, incoming calls), but other features are not available until connection is reestablished or you cancel the re-connection. Cancelling the call has the same effect as logging out. If you are the primary account, the IP Deskphone returns to the initial login screen. If you are logged in on a secondary account, that secondary account is removed from the list of secondary accounts that are logged in on automatic login.

If more than one account loses connection, the IP Deskphone attempts to reconnect the accounts in sequence. The first account to lose connection retries until it re-registers or you cancel the attempt, after which a reconnect attempt begins for the next account. Canceling the re-connection attempt of the primary account immediately abandons attempts for all other accounts, logs out secondary accounts that are still connected, and returns the IP Deskphone to the login screen.

A single login queue is used for automatic logins and failover. This means that if automatic logins are still pending when an account cannot connect, a reconnection attempt for that account only begins after all automatic logins have completed or are cancelled.

**Related topics:**

Cable unplugged on page 216

## Cable unplugged

If the IP Deskphone detects that the network cables are unplugged while accounts were logged in, then the IP Deskphone assumes that all accounts have lost their connection to the server. When you reconnect the cable, the IP Deskphone proceeds to re-register all accounts starting with the primary account.

# Upgrade impacts to user profiles

In previous releases of the IP Deskphone software, user profiles were associated to user names rather than accounts; one user profile could be associated with multiple user names. After the IP Deskphone is upgraded to SIP Release 3.x or later software, the IP Deskphone may contain user profiles with old user name associations.

When a primary account with no associated profile is registered, the IP Deskphone looks for an old user profile associated with that user name. If an old user profile associated with that user name is found, the user profile becomes permanently associated with that account and is no longer associated to a list of user names.

**Example:**

An Avaya 1165E IP Deskphone with SIP Software Release 2.x has the following user accounts logged in and logged out.

- user1@domain1.com
- user2@domain1.com
- user1@domain2.com

A user profile is created for the first account and is reused for the second account. The third account reuses the same profile, as it has the same user name as the first account.

The IP Deskphone is upgraded to SIP Software Release 4.x.

- A user logs to the primary account “user3@domain1.com”. No profile is found for that account; a new profile is created automatically.
- The user logs out, then logs to the primary account “user2@domain1.com”. No profile is found for that account, but a Release 2.x user profile is found to be associated to the user name “user2”. The profile becomes associated to “user2@domain1.com”. The profile is loaded and user2 now has access to the call logs and most preferences available before the upgrade.
- User2 logs out, then logs in “user1@domain1.com”. User1 had a profile before the upgrade, but that profile has now been associated to the user2 account; therefore a new profile is created.

Not all the information in old profiles is preserved. The preference settings (for example, voice mail ID) are discarded in the upgrade.

# Line keys

Each registered user is associated to a separate line key. Each line key displays the name of the registered account and some basic state information for that account.

The primary account is always associated to the first (bottom-right) line key of the IP Deskphone. If you are a secondary user, the order of the next available line key is from bottom to top and right to left on the IP Deskphone, followed by the keys on the Expansion Module from bottom to top and right to left. You can select a different available line key for secondary accounts during the login process

The following figure shows the Avaya 1165E IP Deskphone with an Expansion Module for Avaya 1100 Series IP Deskphones and multiple accounts.

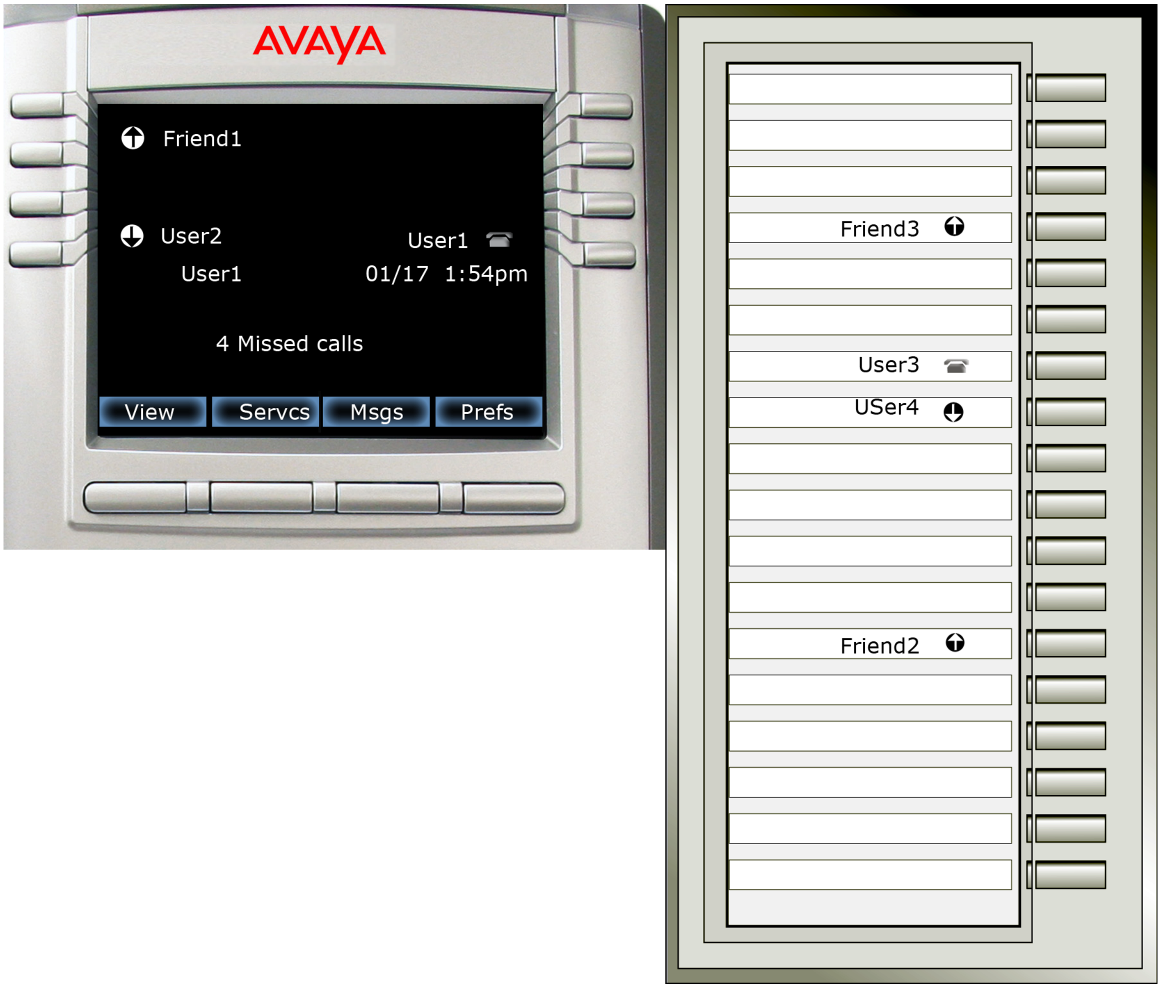


**Figure 43: 1165E IP Deskphone with Expansion Module and multiple accounts**

Pressing a line key either brings up a dialing prompt, initiates a call to a pre-selected target, or answers an incoming call. For more information see Making a call on page 219.

At **Select Account** prompts (such as the Logout screen and User Settings screen), pressing a line key highlights the corresponding account.

Each line key reflects the state of its account.

- If there is a call for the account, a phone icon shows the state of the call whether it is on hold, or ringing.
- If there is more than one call, the state of the most active call is displayed. Missed incoming calls and new voice mail messages for the account are indicated with an icon. This supplements the **nn missed calls** message on the idle screen and the red LED, which cannot provide per-account information.

MADN, Do Not Disturb, and Call Forwarding features also affect the appropriate line key icon of the account.

# Making a call

You can place a call using any of the registered user accounts. The selected user account determines which proxy is used, which domain name is used for the call target if none was specified, who the target sees is calling, and what service package-dependent features are available.

The ways to initiate an outgoing call fall into two categories:

- always using the primary user's account
- using a different, explicitly-selected account. The usual way to select an alternate account is to press the line key of that account to obtain a dialing prompt.

If you initiate dialing by pressing digits from the Idle screen, the primary account is used after you lift the handset, press the headset key or press the handsfree key. The same applies if you initiate a call from the Inbox, Outbox, or Instant Messages screen.

Similarly, the primary account is used when a dial prompt is first obtained after you lift the handset, press the handset key, or press the headset key, and the call is initiated by pressing digits from the Idle screen or by pressing the **Send** context-sensitive soft key.

If you initiate a call by pressing a line key, the user account associated with that line key is used when the call is initiated.

If you initiate a call from the Address Book or Friends list, the account that is selected to display the list is the same account that establishes the call. For more information, see Receiving a call on page 220 and Menu features on page 221.

In all cases, if you initiate the call by pressing a line key, then the account associated with that particular line key takes precedence.

For example, pressing Line Key 1 to obtain a dial prompt, dialing, then pressing Line Key 2 initiates the call using the account associated with Line Key 2. However, there are cases where pressing a Line Key does not initiate dialing (for example, Address Book in Select mode).

While the outgoing call is ringing, the selected account is displayed on screen on a **From:** line.

## Receiving a call

When you receive an incoming call, the displayed information shows which account the call is intended to reach. The line key of the corresponding account displays an **incoming call** icon. The call can be answered by:

- pressing the **Answer** context-sensitive soft key
- taking the handset off hook
- pressing the **Headset** or **Handsfree** key
- pressing the appropriate line key of the account

**Note:**

You cannot use a different account to answer the call.

If the IP Deskphone receives multiple calls at the same time, a list (sorted by the most recent incoming call first) of all active and incoming calls appears. After you select a specific call in the list, you can either answer the call or process the call.

An **incoming-call** icon provides visual feedback. You can answer the call by pressing the line key directly without having to select the call. This automatically puts other active calls on hold.

## Being in a call

When a single call is active, the screen displays the local account in use and the remote user. If multiple calls are active, each call appears on a single line. The local account for the active call appears on the context line. Each line key reflects the most active call state of its account.

The active call is affected by operations such as call transfer or call parking. One exception is the New Call action, which uses the primary account by default; this can be overridden by pressing another line key to initiate the call.

Joining calls into a specific conference always uses the conference server of the primary account. Accounts which cannot access the server cannot join the conference.

After you create an ad-hoc conference, you can join additional calls into the same conference. You cannot create more than one ad-hoc conference at a time.

Three-way calls can join any two calls, regardless of the account. The service package of the account to which a call is associated determines which operations (for example, Call Park) are available on that call. After you have established a 3-way call, the Join functionality becomes unavailable until the 3-way call is terminated.

The following figure shows two examples of the 1165E IP Deskphone — with one call and multiple calls.

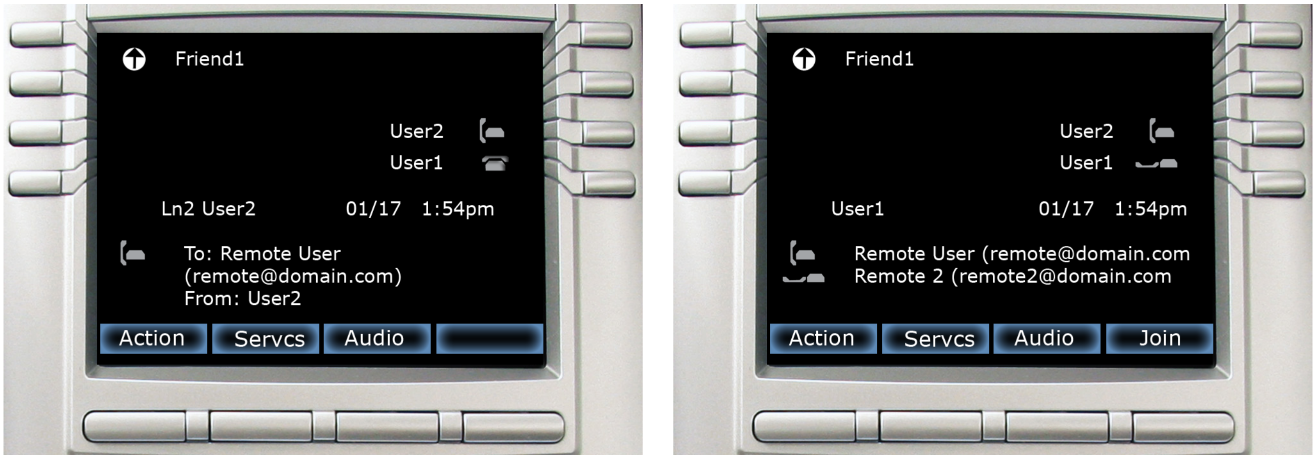

Friend1
User2
User1
Ln2 User2
01/17 1:54pm
To: Remote User
(remote@domain.com)
From: User2
Action
Servcs
Audio
Friend1
User2
User1
User1
01/17 1:54pm
Remote User (remote@domain.com
Remote 2 (remote2@domain.com
Action
Servcs
Audio
Join

**Figure 44: 1165E IP Deskphone with one and multiple calls**

## Instant Messages

Only the primary account can send or receive instant messages. Incoming messages for secondary accounts are rejected; they are not displayed on screen, and are not added to the instant message logs.

## Menu features

The IP Deskphone menu displays are customized to match the service package of the active account that is accessing the menu. In most cases, menus are accessed from the Idle screen and the primary account is active. For example, you can only use the **Retrve** context-sensitive soft key to retrieve a parked call if call parking is allowed by the service package of the primary account.

Similarly, accessing the Address Book, either through the corresponding hard key or through the **View** menu, usually displays the Address Book of the primary account. However, accessing the Address Book in select mode (for example, while dialing, or selecting an item for a speed dial key) accesses the address book of the latest user account used on the address-input screen.

# Modifying settings

A number of preferences, in particular Voice Mail and IM settings, are per-account. The main **Preferences** menu includes a **User Settings** entry. Selecting this entry prompts you to select a registered account. After selecting an account, a menu appears that lets you modify the settings of that account.

**Related topics:**

Per-account call notification options on page 222
IM Settings on page 222
Voice Mail Settings on page 222
Remembering settings after logout on page 223

## Per-account call notification options

The **Call Settings** entry in the **User Settings** menu provides a number of configuration options relating to how incoming calls for a particular account are treated:

- what kind of audio alert should be used (ring tone, beep, nothing)
- whether the red LED should blink
- whether the call should be added to the Incoming Calls log

## IM Settings

**IM Settings** is located under **User Settings**. Any change in settings on the primary account takes effect immediately. You can also modify settings for a secondary account, but they do not take effect until that account registers as the primary account.

## Voice Mail Settings

**Voice Mail Settings** is located under **Prefs > User Settings**. You can program different voice mail addresses and IDs for each account. To access the voice mail of a secondary account, press the line key of the secondary account to obtain a dial prompt, and then press the **VMail** context-sensitive soft key.

Waiting voice mail messages are reported in two ways:

- The red LED is lit if any account has a waiting message.
- A special icon (a shaded envelope) is displayed on the line key of each account with a waiting message (unless the account is in a call). ✉

## Remembering settings after logout

For each profile, up to 24 sets of per-account settings are always remembered. If you have configured settings for an account, after the account is logged out, the settings are restored when the account is logged back in as either a primary or secondary account.

When an account is logged in without settings saved in the profile, a new set of default settings is created for it. If there are already 24 sets of per-account settings in the profile, one setting for which the account is not currently registered is discarded, and the new setting is saved.

# Programmable keys

A line key associated with a registered account cannot be used for programmable features. The **Program Key** screen lists all the line keys. All line keys associated with an account are displayed as such, and selecting them displays an error message.

The **Do Not Disturb**, **Call Forward**, and **Presence** keys are associated to a specific user account when they are created, and determine which account's status to affect. For more information see User status on page 225.

By default, you can press a **Speed Dial** programmed key to initiate a call using the primary account. If a line key is pressed to obtain a dialing prompt and then a speed dial key is pressed, the account of the line key is used. When accounts are registered on different domains, you can only program and use speed dial keys with targets that are reachable on the domain of the secondary account. It is possible to program and use speed dial keys with targets that are only reachable on the domain of a secondary account. The Speed Dial keys always uses the primary account to determine the presence state of the target.

Instant Message keys always use the primary account, because IM support is disabled for secondary accounts.

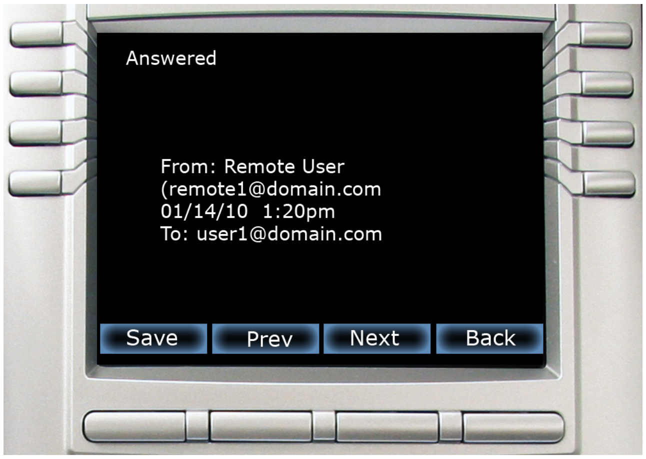
**Related topics:**

Inbox, Outbox, IM log on page 224

## Inbox, Outbox, IM log

There is a single Inbox, a single Outbox and a single Instant Message log for each profile. The detailed view of the call log entry indicates the local account associated to each entry; that is, the source of outgoing calls and the target of received calls.

The following figure shows an example of the Inbox in **Call Details** view.



Answered

From: Remote User
(remote1@domain.com
01/14/10 1:20pm
To: user1@domain.com

**Figure 45: Inbox: Call Details view**

Call logs and IM logs provide many ways of initiating a call to the address identified by the selected entry, such as lifting the handset. In most cases, the primary account is used. However, if you press a line key to initiate the call, the call uses the account associated with the line key.

If call logs and IM logs are invoked in **Selection** mode; you cannot initiate a call directly. In this case, the **Select** context-sensitive soft key populates a dial prompt or other input field with the selected target. The operation already in progress determines which account to use. For example, if you press the line key to obtain a dial prompt, press the **Inbox** key to select a target, press **Select**, and then press **Send**, then the line key that was originally pressed determines the account.

## Address books

Each profile contains a local address book, which is independent from all network address books.

Accessing the Address Book in **View** mode (by pressing the Directory hard key from the Idle screen) displays the address book of the primary account. If the primary account does not have a network address book, then the local address book is accessed.

Accessing the Address Book in **Selection** mode always accesses the address book of the current account. For example, after obtaining a dial prompt by pressing Line Key 2, pressing the Directory key accesses the address book of the account associated to Line Key 2. The network-based directory of the appropriate account is accessed only if it is available; otherwise, the local address book is used.

The network-based address book of secondary users can only be accessed in **Selection** mode. You cannot modify the address book of a secondary account on the IP Deskphone. However, modifications made remotely to the address book, such as using a different client or the Personal Agent, are reflected on the IP Deskphone. The local address book is shared by all accounts that do not have a network-based address book.

You can modify the local address book only if the primary account has no network-based address book. Changes to the network-based address book of the primary account are not reflected in the local address book.

The **Friends** view always accesses and modifies the address book of the primary account (local or network-based). There is no selection mode for the Friends view. You can only monitor and view the presence information of Friends of the primary account in Friends view.

# User status

This section describes the features associated with the User status.

**Related topics:**

Call Forwarding on page 225

Presence on page 226

## Call Forwarding

Selecting the **Call Forward** command from the **Services** menu prompts you to specify which account must be placed in Call Forward mode. The option **forward all** places all accounts in Call Forward mode in one operation and the option **forward none** deactivates Call Forward for all accounts at once.

The following scenarios apply to Call Forward:

- If you activate Call Forward for a specific account, then all calls to the selected account are redirected automatically to the specified address. The target address of the account must be reachable from the domain. Calls to other accounts are still received. The line key label periodically indicates that Call Forward mode is active.
- If you select a single account with neither Call Forward nor DND active, then you are prompted to specify a forwarding target. Call Forward is then enabled. If DND is already

active, a message indicating `Call Forward cannot be activated` displays. If Call Forward mode is already active, then you are prompted whether to deactivate it.

- If you select the **forward all** option, then all accounts are configured in Call Forward mode using the provided target. DND mode is deactivated for all accounts. If accounts are already in Call Forward mode for a different target, they are updated to use the new target.
- If you select the **forward none** option, the Call Forward feature is deactivated for all accounts for which it is currently active.

After a **single-account CFwd** programmed key is pressed:

- If the account is already forwarding calls to the programmed target, call forwarding is deactivated.
- If call forwarding is not already activated, then the account is configured to forward calls to the given target, disabling DND if necessary, and overriding any other call forward target that might be active for the account.

After a **forward all** programmed key is pressed:

- If all accounts are already configured to forward calls to the key's target, then Call Forward is disabled for all accounts.
- If not, Call Forward is activated for all accounts using the key's target.

For both the **single** key and the **all** key, you can treat the key as a toggle. If no Call Forward or DND operations are selected, pressing the key switches one or all accounts between forwarding to the key's target and not forwarding states.

The Call Forward mode and target for each account is persistent. If you restart the IP Deskphone or logout and login, the Call Forward state is retained.

# Presence

Selecting the **Presence** soft key prompts you to specify which presence state of the account should be modified. The option all lets you configure all accounts to the same presence in one operation.

If you select a single account, then the current state of the account is displayed and you are prompted whether it should be changed. You are then prompted to enter the new presence state. The new presence state is applied after it is confirmed.

If the option is selected, no current state is displayed, and you are immediately prompted to select the new state. The new state is then applied to all registered accounts.

When using a programmed **Presence** feature key, the account that is impacted by the **Presence** feature key is determined after the feature key is configured.

After a **single** account **Presence** programmed key is pressed:

- If the account is already configured to the programmed presence state, then the account is configured back to the **Connected** presence state.
- If not, the account is configured to the programmed presence state.

After the **all** accounts **Presence** programmed key is pressed:

- If all accounts are already configured to the programmed presence state, then all accounts are configured to the **Connected** state.
- If not, all accounts are configured to the programmed presence state.

As with Call Forwarding keys, this allows Presence keys to be used as toggles.

However, the presence states are not entirely under your control. Some states are applied automatically (for example, On The Phone). All states are applied by sending a message to the SIP proxy, which can choose not to accept the change. As a result, it is possible for a **set all presence** operation to not result in all accounts being configured to the programmed presence. In such a case, pressing the key again would again attempt to apply the programmed presence; therefore it is more effective to program a separate **Presence** key to configure all accounts to the **Connected** state.

Events that update presence states automatically occur on a per-account basis. For example, the **On The Phone** state is applied to any account for which at least one call is active.

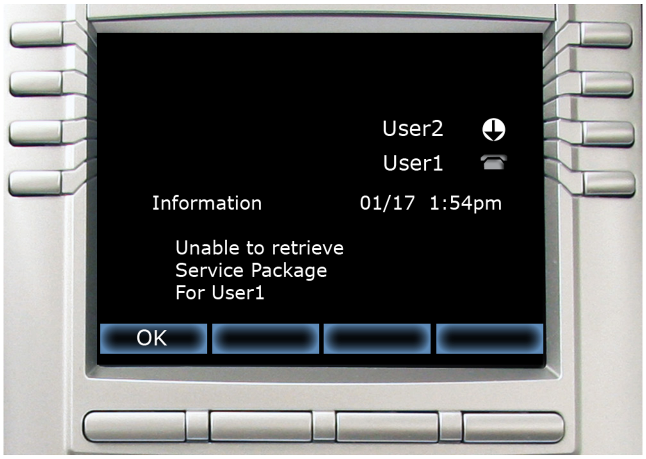
Account presence is not retained after logging out or rebooting.

## Notifications

The system displays messages spontaneously on the screen to report events that are not initiated by you. This includes such events as failure to retrieve a service package and availability of a new Location list.

These spontaneous notifications do not indicate which account is affected by the event. In such cases, the affected account is indicated by the message itself.

The following figure shows per-account notification on the IP Deskphone.



Unable to retrieve
Service Package
For User1

**Figure 46: Per-account notifications**

It is possible for the same event to occur for multiple accounts at the same time. In this case, they are displayed one after the other.

---

# Account selection

There are a number of scenarios where you are prompted to select an account (for example, logout, per-account settings, programming keys). These scenarios fall into two categories:

1. Prompts where exactly one account must be selected
2. Prompts where an “all” or “none” option is available

In the first case, if you have logged in only one account, then the prompt is not displayed. The single account is selected automatically, and the next screen is immediately displayed. Otherwise, the primary account is always at the top of the list, and is highlighted when the prompt is first displayed. In all cases, pressing the line key of an account highlights the corresponding item in the account list. If no selection is made in a certain amount of time, then the operation is cancelled.

# Chapter 16: Advanced features

## Viewing the IP Deskphone information

To view the Phone Information for the IP Deskphone, press the **Services** hard key and select **Phone Information** from the menu.

You can view the following information:

- Load Ver
- Software
- E.M Software
- Presence
- FeatActv
- Srv Pkg Location

Press the **Details** soft key to show:

- Primary User
- Primary Domain
- MAC
- IP
- License server
  - Status

Press the **Back** soft key to go back to the **Phone Information** screen.

**Note:**

You cannot make any changes to the setting from this menu.

To view information about the USB port, press the **USB** soft key after you access the **Phone Information** screen. To view information about E911, press the **E911** soft key after you access the **Phone Information** screen.

**Related topics:**

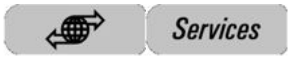
Accessing the Services menu on page 230
Checking for Updates on page 230
Resetting the IP Deskphone on page 231
Erasing the user data on page 232

## Accessing the Services menu

Some of the system features require your user password. You must consult with the system administrator or service provider before you can access some of the features.

**To access the services menu:**

Press the **Services** hard key.



The 1165E IP Deskphone displays the following menu:

| | |
|---|---|
| 1. Search | Use to perform local/global search. |
| 2. Login | Use when the call server supports multiple user logons only. |
| 3. Logout | Use to log off the IP Deskphone. For more information, see Logging off from the IP Deskphone on page 61. |
| 4. Check for Updates | Use to check for the latest software and configuration update for the IP Deskphone. For more information, see Checking for Updates on page 230. |
| 5. Reset Phone | Use to perform a reset of the IP Deskphone. For more information, see Resetting the IP Deskphone on page 231. |
| 6. File Manager | For more information, see Erasing the user data on page 232. |
| 7. Logging System | Use to enable/disable SIP logging. |
| 8. Phone Information | Use to view phone details. For more information, see Viewing the IP Deskphone information on page 229. |

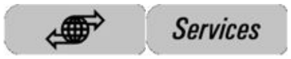
## Checking for Updates

You can check for the latest software and configuration update for your IP Deskphone.

**Caution:**

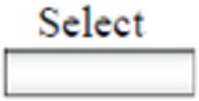
You must not request a provisioning update while on an active call because the phone may reboot during processing of the received configuration data. While the phone checks for an update, it activates Do Not Disturb (DND). When the update is finished, DND is deactivated.

**To check for the latest update:**

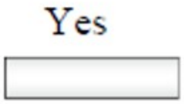


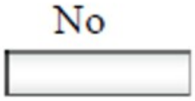
1. Press the **Services** fixed key.

2. Select **Check For Updates**.



3. Press the **Select** context-sensitive soft key.





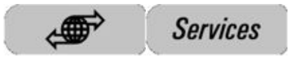
4. Choose one of the following:

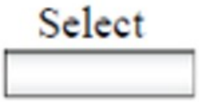
- Press the **Yes** context-sensitive soft key check for the latest software and configuration update for your IP Deskphone.
- Press the **No** context-sensitive soft key to return to the previous menu without checking for an update.

## Resetting the IP Deskphone

Use this feature to log out and reregister to the server.

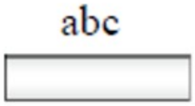
**To reset the IP Deskphone:**





1. Press the **Services** fixed key, and then select **Reset Phone**.

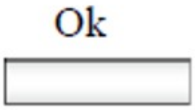
2. Press the **Select** context-sensitive soft key.

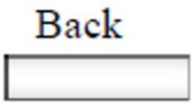


3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

4. Use the dialpad to enter your password

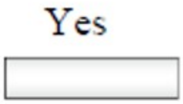


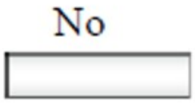


5. Choose one of the following:

- Press the **Ok** context-sensitive soft key.
- Press the **Back** context-sensitive soft key to return to the previous menu.

The IP Deskphone prompts you with `Reset Phone?`





7. Choose one of the following:

- Press the **Yes** context-sensitive soft key to proceed.
- Press the **No** context-sensitive soft key to return to the System menu.

## Erasing the user data

The IP Deskphone stores user files that you eventually want to delete. These files include:

1. **Profiles** — user profile settings
2. **Sounds** — downloaded tones or audio alerts
3. **Languages** — downloaded language files
4. **Images** — downloaded image files

5. **Logs** — ECR-log file, SIP-log files and its archives.
6. **System file** — IP Deskphone system configuration file (deleting this file returns the IP Deskphone to the factory default configuration settings.)

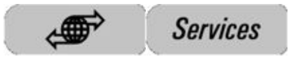
You can delete some or all of these files. The deletion of files is often necessary when the IP Deskphone is redeployed to a different user.

**Note:**

Your phone configuration can prohibit you from deleting files. In this case, if you are prohibited from deleting files, the following message appears:

```
Action is not allowed. You don't have permissions.
```

## To delete user data files:

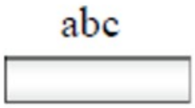


1. Press the **Services** fixed key.

2. Select **File Manager**.

**Note:**

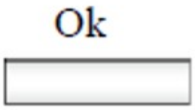
You must enter your login password to access the File Manager menu.

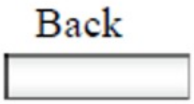


3. Press the **abc/123** context-sensitive soft key to toggle between alphabetic or numeric input.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

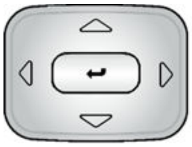
4. Use the dialpad to enter your password.





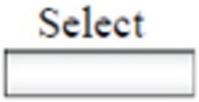
5. Choose one of the following:

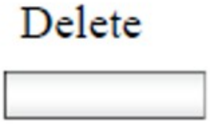
- Press the **Ok** context-sensitive soft key.
- Press the **Back** context-sensitive soft key to return to the previous menu.



6. Press the Up/Down navigation key to highlight one of the following:

- Profiles
- Sounds
- Languages
- System file
- All files



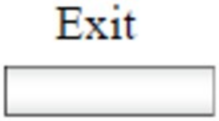


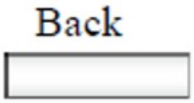
7. Choose one of the following:

- To enter the selected folder, press the **Select** context-sensitive soft key.
- To delete contents of the selected folder, press the **Delete** context-sensitive soft key.

**Note:**

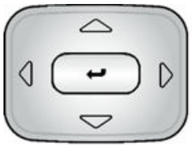
Note: Folders cannot be deleted because they are on the IP Deskphone.



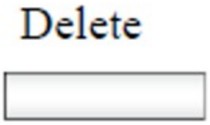


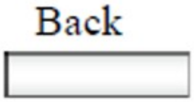
- If you are at the root folder of the flash disk, press the **Exit** context-sensitive soft key to return to the previous menu.
- If you are already inside the folder, press the **Back** context-sensitive soft key to return to the previous menu.

## To delete a user profile:



1. Press the **Up/Down** navigation key to highlight the user profile you want to delete.



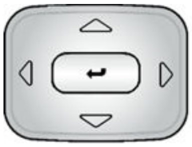


2. Choose one of the following:

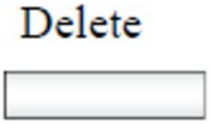
- Press the **Delete** context-sensitive soft key to delete the highlighted user profile from the list.
- Press the **Back** context-sensitive soft key to return to the previous menu.

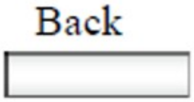
3. Log off or restart the IP Deskphone to complete the process.

### To delete a sound file:



1. Press the **Up/Down** navigation key to highlight the sound file you want to delete.

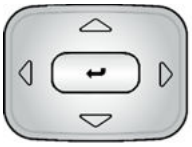




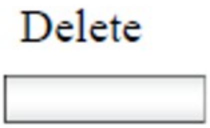
2. Choose one of the following:

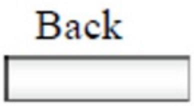
- Press the **Delete** context-sensitive soft key to delete the highlighted sound file from the list.
- Press the **Back** context-sensitive soft key to return to the previous menu.

### To delete a language file:



1. Press the **Up/Down** navigation key to highlight the language file you want to delete.

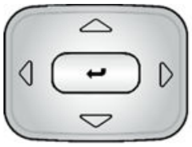




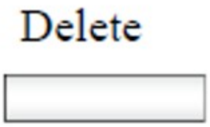
2. Choose one of the following:

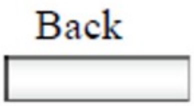
- Press the **Delete** context-sensitive soft key to delete the highlighted language file from the list.
- Press the **Back** context-sensitive soft key to return to the previous menu.

## To delete a log file:



1. Press the **Up/Down** navigation key to highlight the log file you want to delete.

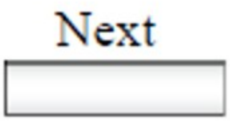


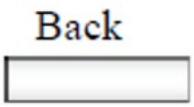


2. Choose one of the following:

- Press the **Delete** context-sensitive soft key to delete the highlighted log file from the list.
- Press the **Back** context-sensitive soft key to return to the previous menu.

## To delete the system file without deleting the user profile:



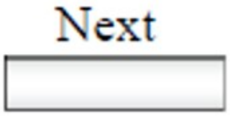


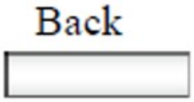
1. Choose one of the following:

- Press the **Next** context-sensitive soft key to delete the system file from the list.
- Press the **Back** context-sensitive soft key to return to the previous menu.

2. Log out or restart the IP Deskphone to complete the process.

### To delete all files:





1. Choose one of the following:
   - Press the **Next** context-sensitive soft key to delete the system file and user profile.
   - Press the **Back** context-sensitive soft key to return to the previous menu.
2. Log out or restart the IP Deskphone to complete the process.

---

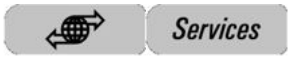
## Network menu

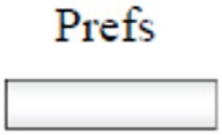
In most cases, the system administrator is the only person authorized to access the Network menu and to use an administration password to access the items. For more information on how to access the Network menu items, see *SIP Software for Avaya 1100 Series IP Deskphones - Administration (NN43170-600)*.

The following Network menu items are available:

- **Server Settings** — to select and edit domains
- **Device Settings** — to configure the network settings
- **Diagnostics** — to run a trace route or send a ping to diagnose the network connection
  - IP Set and DHCP information
  - Network Diagnostics tools
  - Ethernet Statistics
  - IP Network Statistics
  - USB Devices
  - Advanced Diag Tools
  - Test Key
- **Lock Menu** — to access to the Network Menu

### To access the Network menu:





1. Choose one of the following:
- Press the **Services** fixed key twice quickly.
- Press the **Prefs** context-sensitive soft key, and then select **Network** from the menu.

**Note:**

You need to enter an administration password to access the **Network** menu items.

---

# USB flash drive

A standard USB flash drive can be used for the following:

- To expand the hardware storage in the IP Deskphone.
- To support file transfer between a PC and the IP Deskphone to upload specific files or preferences into the IP Deskphone.
- To back up data stored in the IP Deskphone.

## Presence of USB flash drive

Navigate through the menus **Services > Phone Information > USB** to verify the presence of the USB flash drive attached to the IP Deskphone. After you select the **USB** menu, the attached USB flash drive is displayed, along with other USB devices. The name of the USB device directly appears from the USB device itself. There is no explicit USB flash drive indication.

## Feature characteristics

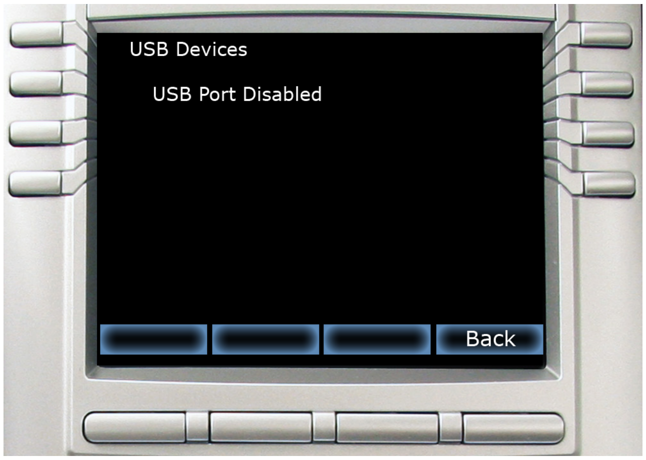
USB flash drives with 8 GB or less are supported. A file browsing facility is available.

Most USB flash drives have an LED to indicate file operation in progress. After you attach the USB flash drive to the IP Deskphone, the IP Deskphone registers and mounts the USB file system. Mounting the file system causes the LED to flicker. If you disable USB device support, then the IP Deskphone does not mount the USB file system and the LED does not light.

There is no explicit safe removal function required. The USB flash drive can be removed safely when the LED indicator on the memory stick is off.

## Enabling or disabling the USB Port

In the **Services >Phone Information > USB Devices** menu display, if the value of **Enable USB Port** is **No** then the USB information does not display any USB devices connected. The screen displays the information that the USB port is disabled, as shown in the following figure:



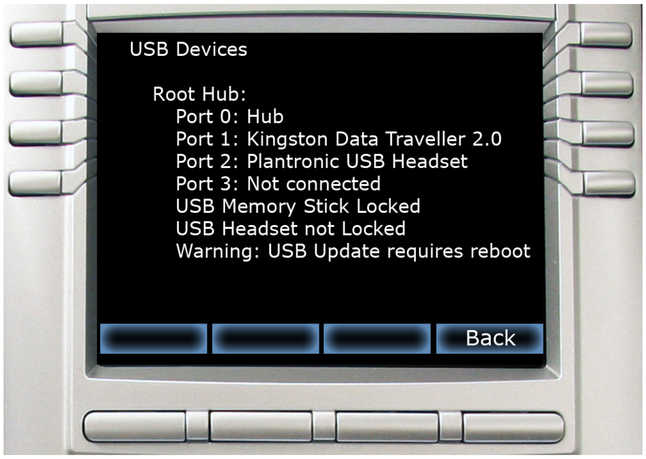
```
USB Devices
  USB Port Disabled
```

Figure 47: USB devices: USB port disabled screen

If the USB port is not disabled, then the USB menu displays information on all USB devices attached, even if the device is locked. An unsupported device is enumerated if it is attached to the IP Deskphone.

To ensure you know about the USB lock status, the USB device information is followed by status information about supported USB devices. If the USB configurations do not match the USB device status because of the restart requirement, a warning that `USB Update requires reboot` appears on the screen.

The following figure displays a sample USB information menu with the USB port enabled and selected device locked.



```
USB Devices

  Root Hub:
    Port 0: Hub
    Port 1: Kingston Data Traveller 2.0
    Port 2: Plantronic USB Headset
    Port 3: Not connected
    USB Memory Stick Locked
    USB Headset not Locked
    Warning: USB Update requires reboot
```

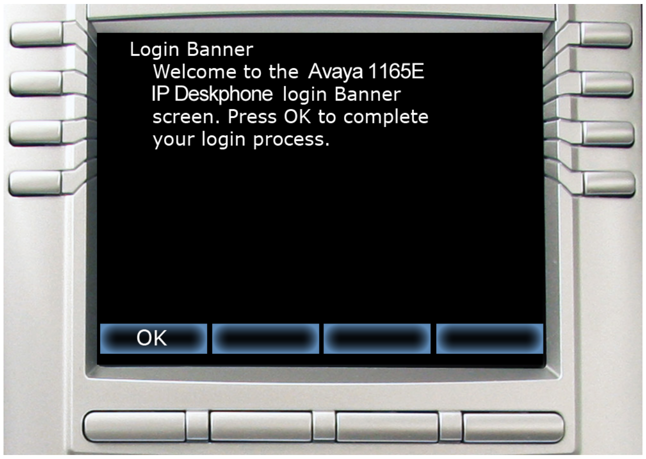
Figure 48: USB devices: Phone information screen

# Customizable banner for login

If a login banner with login banner text is configured, the IP Deskphone displays the banner text on the screen as the user logs on.

Changing the IP Deskphone configured language does not change the banner text language. The banner appears only for the primary user of an IP Deskphone. In a multiuser configuration, even when the banner text is enabled, the banner does not appear to the secondary user logins.

The following figure shows an example of the login banner screen



Login Banner
Welcome to the Avaya 1165E IP Deskphone login Banner screen. Press OK to complete your login process.

**Figure 49: Login banner screen**

Dismiss the banner screen by pressing **OK**. Until you dismiss the banner screen, the IP Deskphone switches to DND mode until the banner is dismissed. Outgoing or incoming calls are not allowed other than emergency calls until you dismiss the banner.

You can see pop-up messages or prompts on the bottom of the banner screen after you dismiss the login banner.

# Phone Information - Details screen

The **Phone Information — Details** screen displays the Primary user, Primary domain, MAC address, and IP address of the IP Deskphone. The contents of this screen include user and IP Deskphone identifiable information that may need to be protected (per US Federal/DoD requirements/guidelines).

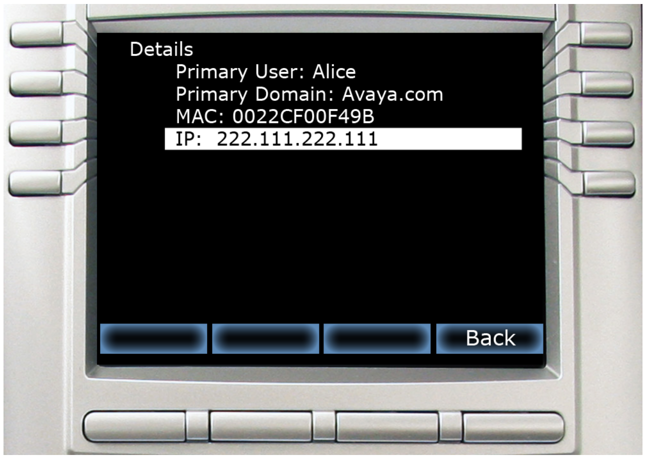
**Note:**

To hide information that is protected, the administrator can disable the **Details** context-sensitive soft key on the main **Phone Information** screen.

If the **Details** context-sensitive soft key is disabled, you cannot view details on the **Phone Information - Details** screen.

If the **Details** context-sensitive soft key is enabled, you can view the **Phone Information - Details** screen. In the **Services** menu, select **Phone Information** and then press the **Details** context-sensitive soft key.

The following figure shows an example of the **Phone Information - Details** screen



Details

Primary User: Alice

Primary Domain: Avaya.com

MAC: 0022CF00F49B

IP: 222.111.222.111

**Figure 50: Phone Information - Details screen**

The **Phone Information - Details** screen displays the following information:

- **Primary User**: Primary logged-in User name.
- **Primary Domain**: Primary login domain.
- **MAC**: Device MAC address.
- **IP**: IP Deskphone IP Address
- **Device Licensing/Token usage information**: License or token usage information for the IP Deskphone. It is an optional item in the IP Deskphone information.

To dismiss the **Phone Information - Details** screen and return to the previous display, press the **Back** context-sensitive soft key.

# Screensaver/screen lock

You can lock the display of the IP Deskphone using a timed Screensaver/ Lock.

When the screensaver is active, it clears the programmed keys of the plugged-in Expansion Module. If you have logged into the IP Deskphone, then you are not logged out, but the line key label clears and makes the IP Deskphone inactive.

The **ScrnSvr** context-sensitive soft key is located on the idle screen. This key is available only if the screensaver has been enabled, and is accessed by pressing the **More…** context-sensitive soft key until **ScrnSvr** appears. Pressing the **ScrnSvr** context-sensitive soft key causes the screensaver timer to turn off, and activates the previously-selected screensaver.

Choose **Prefs > Display > Display Screensaver** to display the **Screensaver** settings screen.

The following figure shows the **Display** menu with the option of selecting **Display Screensaver**.

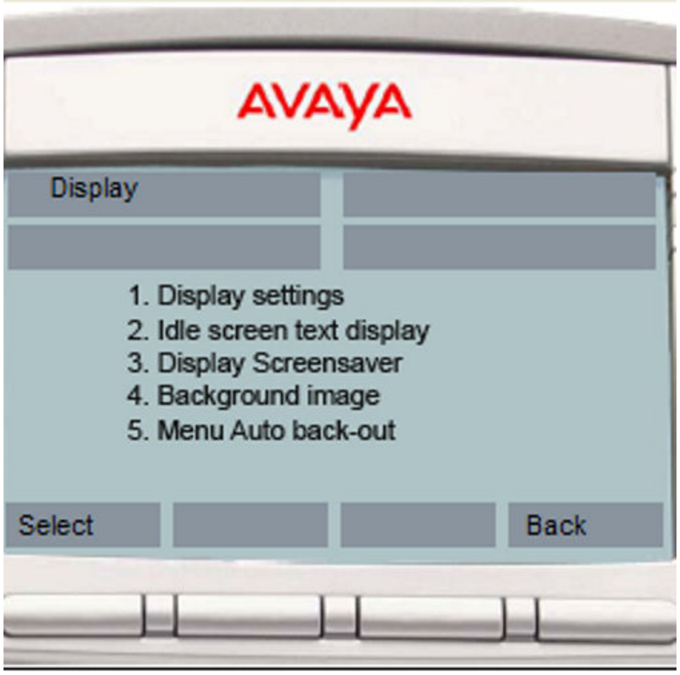
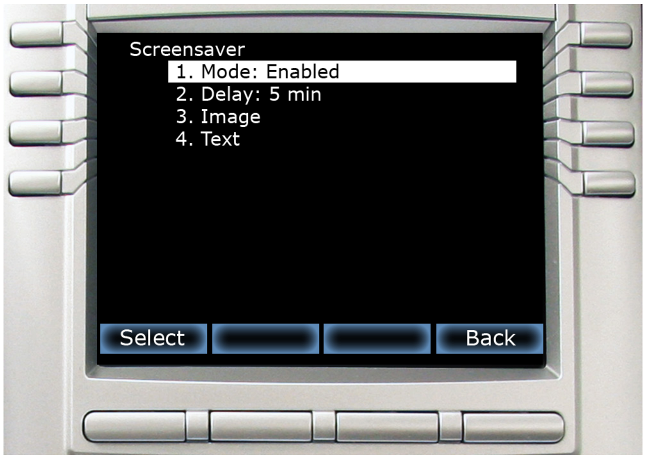


**Figure 51: Display screen**

Select **Display Screensaver** to display the **Screensaver** settings screen.

The **Screensaver** settings screen allows you to enable or disable your screensaver/lock. You can also configure various settings such as the delay before the screensaver starts, the background image to use, and the banner text to display when the screensaver/lock is active.

The following figure shows the **Screensaver** settings screen.



Screensaver

1. Mode: Enabled
2. Delay: 5 min
3. Image
4. Text

**Figure 52: Screensaver settings screen**

The following items are displayed:

- **Mode** — to enable or disable the screensaver and choose if the screensaver is to be password protected.
- **Delay** — to configure the time delay before the screensaver is invoked.
- **Image** — to select the background image to display when the screensaver is active.
- **Text** — to configure the text that appears on the phone display screen when the screensaver is active.

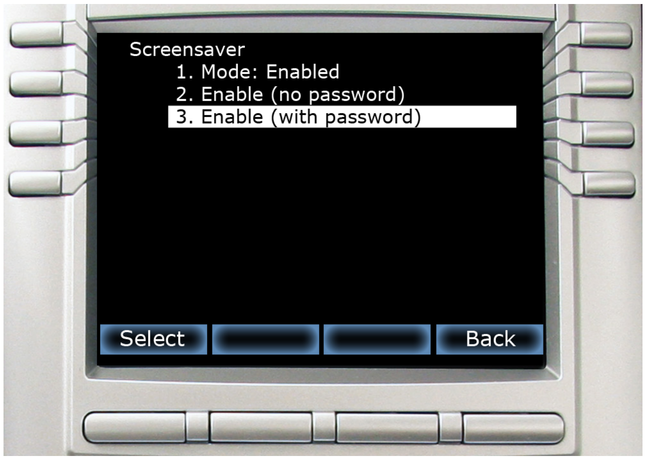
Press **Select** to select the currently highlighted setting.

Press **Back** to exit the **Screensaver** menu.

### Screensaver Mode

The **Screensaver Mode** screen allows you to enable or disable the screensaver/lock.

The following figure shows the **Screensaver mode** setting screen.



Screensaver
1. Mode: Enabled
2. Enable (no password)
3. Enable (with password)

Figure 53: Screensaver Mode setting screen

Choose one of the following screensaver configuration options:

1. **Disable** — to disable the screensaver.
2. **Enable (no password)** — to enable the screensaver with password-free mode.
3. **Enable (with password)** — to enable the screensaver with password mode.

Press **Select** to select the currently highlighted setting.

Press **Back** to exit the **Screensaver Mode** menu.

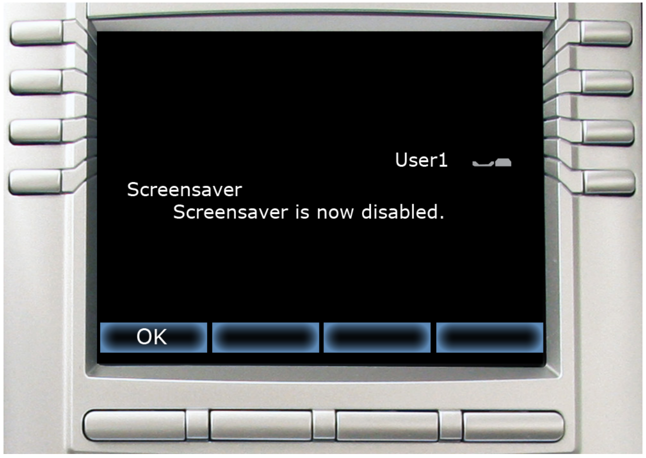
**Note:**

Some options may not appear, depending on configuration.

**Disable:**

Disabling the Screensaver displays a message confirming your selection.

The following figure displays the **Screensaver Disabled** message screen.



User1

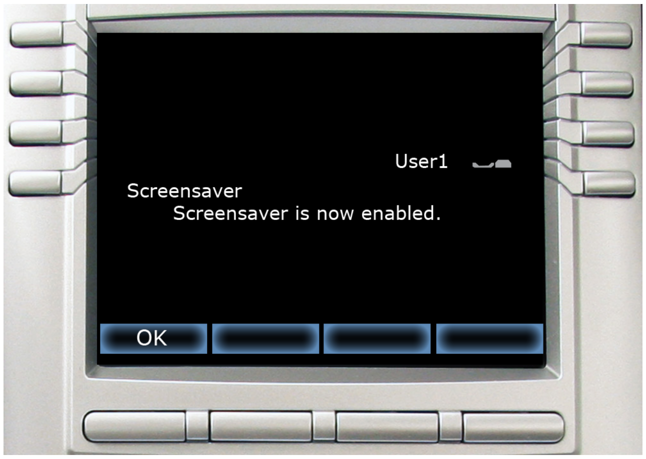
Screensaver
Screensaver is now disabled.

Figure 54: Screensaver Disabled message

**Enable (no password):**

Enabling the screensaver in **no password** mode displays a message confirming your selection.

The following figure displays the **Screensaver Enabled** (no password) message screen.



User1

Screensaver

Screensaver is now enabled.

**Figure 55: Screensaver enabled message**

**Note:**

If the device configuration does not allow the use of a password-free screensaver, this menu option is not available to you.

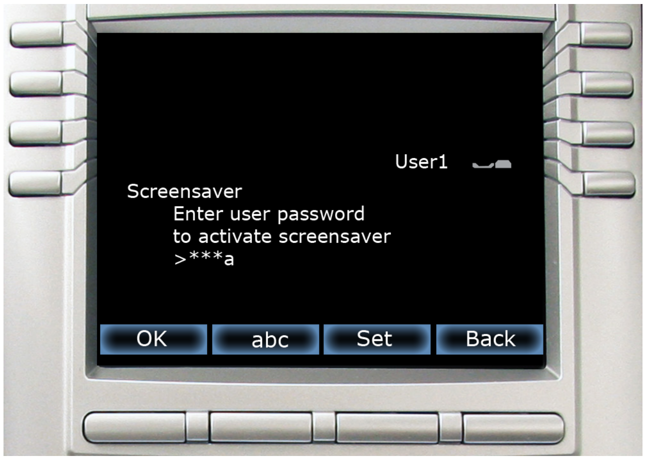
**Enable (with password):**

Enabling the screensaver in password-protected mode prompts you to enter a password before logging in.

If allowed in the configuration, the user-defined password definition screen is displayed.

The screen displays `Enter user password to activate screensaver` followed by a user-input prompt.

The following figure displays the screensaver password screen.



User1

Screensaver
Enter user password
to activate screensaver
>***a

**Figure 56: Screensaver password screen**

**To configure a password:**

1. Press the **Set** context-sensitive soft key.

   This context-sensitive soft key appears only if the phone configuration allows the setting of user-defined passwords. Pressing this key invokes a password definition screen that allows you to configure a password.

   If a user-defined password is not allowed, then the **Set** context-sensitive soft key is not visible, and you can use only the primary user login password to enable the password–protected screensaver.
2. Enter a password. Press the **abc/123** context-sensitive soft key to toggle input mode between numeric or alphabet.
3. Press **OK**. A `Screensaver enabled` message appears if the password is valid. An `Invalid password` message is displayed if the password is invalid.

Press **Back** to dismiss the **Enable (with password)** mode menu.

## Active Screensaver

After the screensaver is enabled, and if the IP Deskphone is idle for the defined delay/time interval, then the screensaver takes control of the IP Deskphone. The following figure shows the phone display with locked screen.

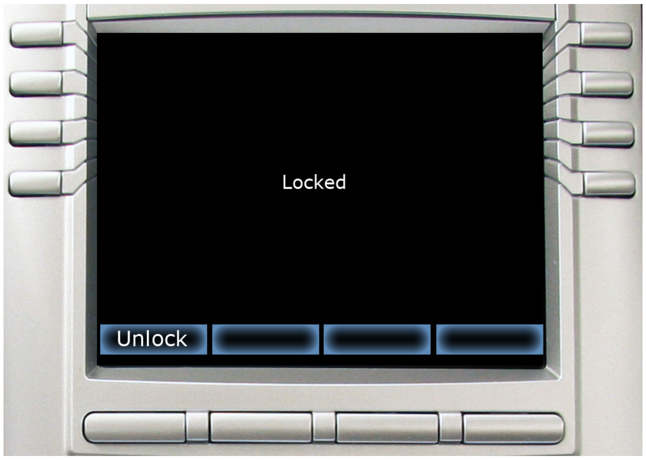


**Figure 57: Screensaver locked screen**

### If Reboot is performed while screensaver is displayed

If you reboot the IP Deskphone when there is an active screensaver:

- If you have enabled autologin, then the screensaver remains active after the IP Deskphone reboots and completes the login.
- If you have not enabled autologin, then the screensaver setting remains enabled, but not active, after you log back into the IP Deskphone manually.

### Active Screensaver (no password mode)

**Unlock** — if the screensaver is not password protected, pressing the **Unlock** key (or any other) cancels the screensaver.

Any user interaction, key presses, mouse movement, or incoming call cancels the screensaver (without requiring a user password). This includes pressing the **Unlock** context-sensitive soft key.

Incoming IMs do not cancel the screensaver.

The programmed keys of attached Expansion Module(s) are cleared until the screensaver is deactivated. If you have logged on to the IP Deskphone, you are not logged out, but the line key labels clear and are inactive until the screensaver is deactivated.

### Active Screensaver (password mode)

If the screensaver is in a password–protected mode, pressing the **Unlock** context-sensitive soft key invokes a password input screen. The password must be correctly entered to cancel the screensaver.

User interaction, key presses, and mouse movements do not cancel the screensaver.

Pressing the **Unlock** context-sensitive soft key prompts you to enter the password for the screensaver. The primary user line key is displayed (but not active) during the password prompt to give an indication about whose password is in use.

Picking up the handset and dialing digits activates the line function display for emergency calls only. If you try to place an outgoing call, a message is displayed and the screensaver starts again.

If you make an emergency call while the screensaver is active, the call is placed using the primary user.

An incoming call displays caller ID and allows you to answer the call. The **Unlock** context-sensitive soft key appears on the screen and you can unlock the IP Deskphone after answering the call. You cannot make outgoing calls except an emergency call, and cannot view IMs or the Friends list until you unlock the IP Deskphone.

If you make an emergency call while the screensaver is active, the call is placed using the primary user.

The Network menu is accessible to administrators (double press of the services key) even when the screensaver is active. If user-defined passwords are allowed, a mechanism to disable the screensaver (allowing the administrator to reset the user-defined password) is accessible through the Network menu. This mechanism also invokes remotely from the IP Deskphone console through an SSH connection.

All expansion modules are cleared of programmed keys until the screensaver is deactivated.

### Selecting an image to be viewed as an animated slideshow

You can display all of the screensaver images that have been uploaded to your IP Deskphone in a slideshow format.

These files are loaded on the IP Deskphone using the USB flash drive.

Images for the 1165E IP Deskphone cannot exceed 512 MB. The images must be resized before they are loaded onto the IP Deskphone. The image size for the 1165E IP Deskphone is 320x 240.

The images can be displayed as a slideshow.

Choose **Prefs > Display > 4. Display Screensaver > Images > Slideshow**.

## Background image

The IP Deskphone can display background images on the screen. From the **Preferences > Display > Background Image** menu, you can browse the stored images on the file system and select an image for the user interface.

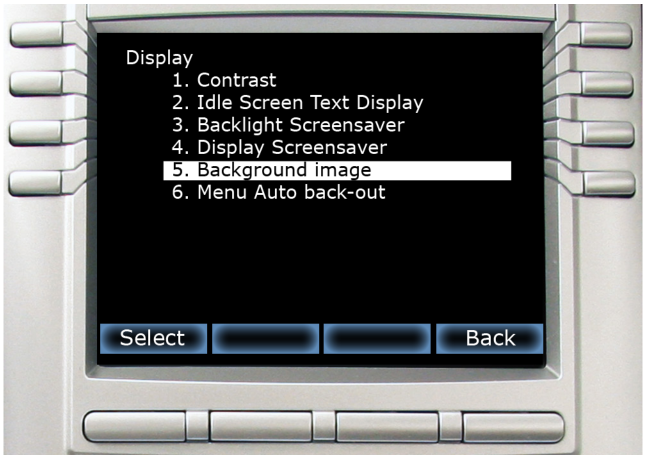

Display
1. Contrast
2. Idle Screen Text Display
3. Backlight Screensaver
4. Display Screensaver
5. Background image
6. Menu Auto back-out
Select
Back

**Figure 58: Display menu**

Selection of the **Background Image** menu item takes you to a new display list that contains all the available image files on the Flash File System.

**Related topics:**

Selecting an image screen on page 249

## Selecting an image screen

You can select a background image from a list of images currently stored on the Flash File System (FFS) of the IP Deskphone.

1. Press the **Prefs** context-sensitive soft key, then choose **Display > 4. Background Image**.

   The **Images** screen appears and displays the filenames of all image files currently stored on the Flash File System of the IP Deskphone.

   An example is shown in the following figure.

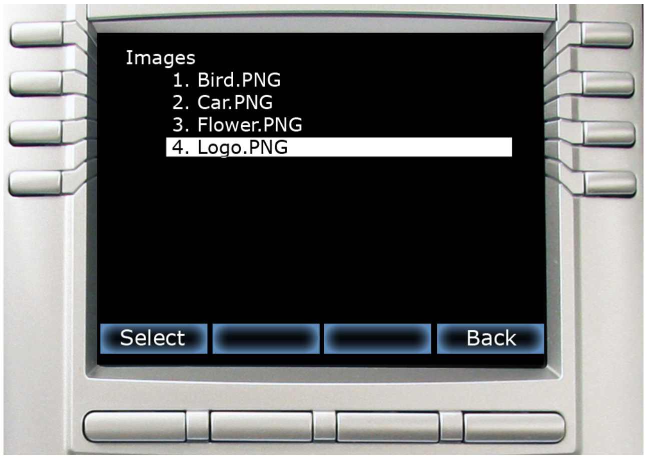


**Figure 59: Images screen**

2. Highlight the desired image.
3. Press **Select** to select the currently highlighted image or press **Back** to dismiss the **Images** screen.

   After you select the background image you want to use, a confirmation screen appears, displaying the selected image in the background and a message to press **OK** to keep the selected image.

   An example is shown in the following figure.

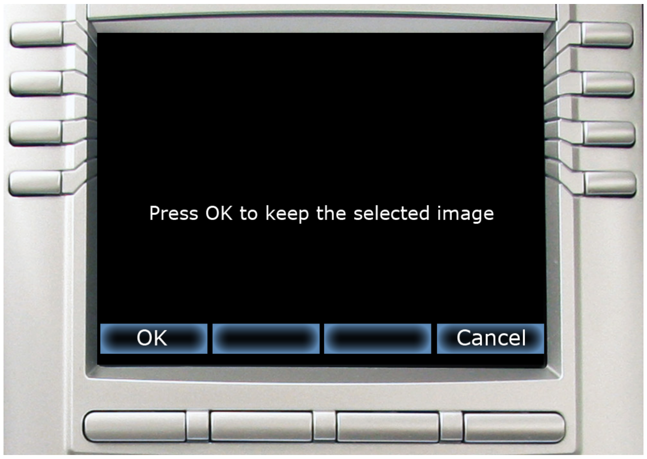

Press OK to keep the selected image

**Figure 60: Background image confirmation screen**

4. Press **OK** to confirm the selected image as the background image or press **Cancel** to cancel the selection.

   **Note:**

   If the selected image is not confirmed, the screen time-outs after 15 seconds; the selected image is disregarded and the IP Deskphone display returns to the **Images** list screen.

# Service Package Group Support

The Service Package Group Support feature can help you program feature keys on an expansion module. You can view the Group Support feature in the feature key programming user interface and in the Friends list interface of the Address book.

You can use to the Service Package Group Support feature to help you do the following:

- bulk-create feature keys, such as Speed Dial keys, based on one of your existing Directory Address Book groups.

  See Bulk-create feature keys based on an existing directory Address Book group on page 251

  To view existing groups in your address book if you selected Groups as the source data for the bulk key creation, see View existing groups in your Address Book if you selected Groups on page 253
- view the existing groups you have in your Address Book.

  See View the existing groups you have in your Address Book on page 254
- add a new contact to your Address Book.

  See Add a new contact to your Address Book on page 255
- add a new group.

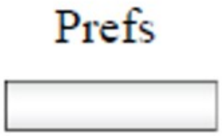
  See Add a new group on page 258

**Related topics:**

Bulk-create feature keys based on an existing directory Address Book group on page 251
View existing groups in your Address Book if you selected Groups on page 253
View the existing groups you have in your Address Book on page 254
Add a new contact to your Address Book on page 255
Add a new group on page 258

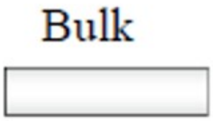
## Bulk-create feature keys based on an existing directory Address Book group

To bulk-create feature keys based on an existing directory Address book group:



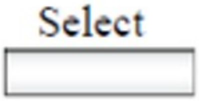
1. From the idle screen, press the **Prefs** context-sensitive soft key (press the **More…** context-sensitive soft key until you see **Prefs**).

2. Press the Up/Down navigation key to highlight **Feature Option**s, then choose **Feature keys**.
The main feature key programming screen appears.



3. Press the **Bulk** context-sensitive soft key.
The **Program Key Bulk** commands screen appears

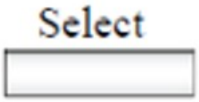
4. Press the Up/Down navigation key to highlight **Feature key creation**.

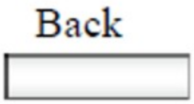


5. Press the **Select** context-sensitive soft key. The **Create keys** screen appears.

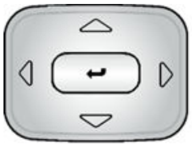
6. Press the Up/Down navigation key to highlight the type of programmed keys you want to create by bulk command.
You can choose one of the following options:

- Speed Dial
- Send IM
- Call Forward



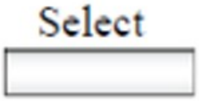


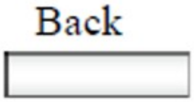
7. Press the **Select** context-sensitive soft key.
The **Select Source** screen appears.
**OR**
Press the **Back** context-sensitive soft key to dismiss the screen.



8. Press the Up/Down navigation key to highlight the source data for the bulk key creation.
You can choose one of the following options:

- Friends
- Groups (if you have existing groups in your address book)
- Address Book





9. Press the **Select** context-sensitive soft key.

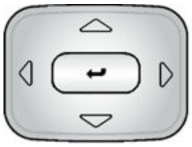
- If you choose **Friends**, the bulk key creation process begins.
- If you choose **Address Book**, the bulk key creation process begins.
- If you choose **Groups**, the **Select Group** screen appears and prompts you to select the specific group you want to use for key creation.

**OR**
Press the **Back** context-sensitive soft key to dismiss the screen.

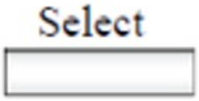
## View existing groups in your Address Book if you selected Groups

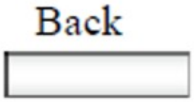
You can view existing groups in your Address Book if you selected Groups as the source data for the bulk key creation.

To view existing groups in your Address Book if you selected Groups:



1. Press the Up/Down navigation key to highlight the source data (group) for the bulk key creation.





2. Choose one of the following:

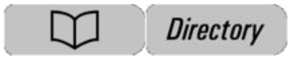
- Press the **Select** context-sensitive soft key to begin the bulk key creation process for the selected group.
- Press the **Back** context-sensitive soft key to dismiss the screen and return to the screen where you can select the source data for bulk key creation.

**Note:**

After you select from one of your existing groups, the bulk creation of the keys happens automatically.

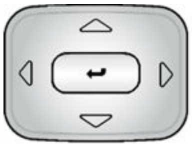
## View the existing groups you have in your Address Book

To view the existing groups you have in your Address Book:

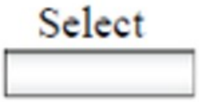


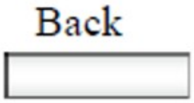
1. When the IP Deskphone is in the idle mode, press the **Directory** fixed key to access your Address Book.

2. Press the **Filter** context-sensitive soft key to filter the list of entries displayed in your Address Book.
The **Select Filter** screen appears and displays all the existing groups in your address book, as well as the Friends filter.



3. Press the Up/Down navigation key to highlight the required filter.



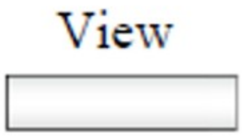


4. Choose one of the following:

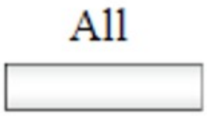
- Press the **Select** context-sensitive soft key to choose the group you want to view (for example, if you choose Personal, only Address Book entries that are part of the group Personal are displayed).
  You are presented with the list of contacts currently part of the group you selected.
  **OR**
- Press the **Back** context-sensitive soft key to return to the dismiss the screen and return to the main address book screen.

5. Press the Up/Down navigation key to highlight the required entry.

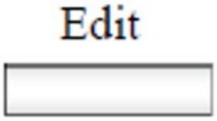
6. Choose one of the following options:



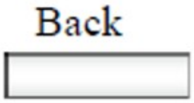
- Press the **View** context-sensitive soft key to display the address book entry details for the selected entry.



- Press the **All** context-sensitive soft key to return to the main address book screen (no filtering)

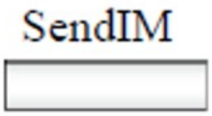


- Press the **Edit** context-sensitive soft key to modify or delete an entry.

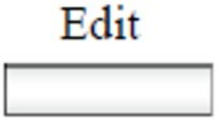


- Press the **Back** context-sensitive soft key to dismiss the screen and return to the filter selection screen.

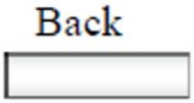
After the screen displays the details of the selected Address Book entry, you can do the following:



- Press the **SendIM** context-sensitive soft key to display the Address Book entry details for the selected entry.



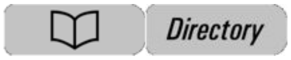
- Press the **Edit** context-sensitive soft key to modify the displayed address book entry.



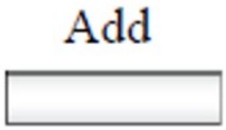
- Press the **Back** context-sensitive soft key to dismiss the screen and return to the main address book screen.

## Add a new contact to your Address Book

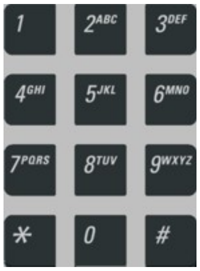
To add a new contact to your Address Book:

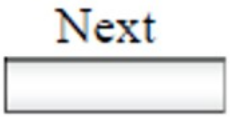


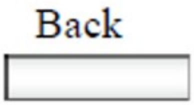
1. When the IP Deskphone is in the idle mode, press the **Directory** fixed key to access your Address Book.



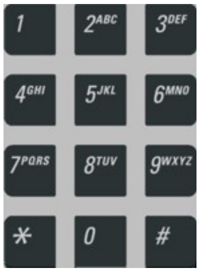
2. Press the **Add** context-sensitive soft key.

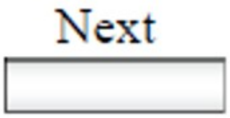

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#

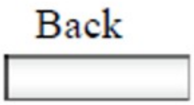




3. Choose one of the following:
   - Use the dialpad to enter a name for the new contact and press the **Next** context-sensitive soft key to continue.
   - Press the **Back** context-sensitive soft key to return to the previous menu.

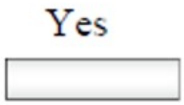

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#



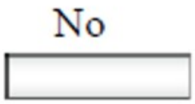


4. Choose one of the following:
   - Use the dialpad to enter a telephone number or SIP address (URI) for the new contact. Press the **Next** context-sensitive soft key to continue.
   - Press the **Back** context-sensitive soft key to return to the previous menu.

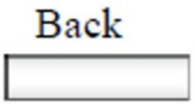
5. Do one of the following to complete the entry:



- Press the **Yes** context-sensitive soft key to add the new entry to an address book group.



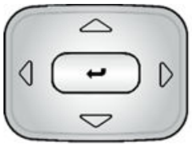
- Press the **No** context-sensitive soft key to add the entry to the address book without adding it to a group.



- Press the **Back** context-sensitive soft key to return to the previous menu.

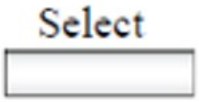
**Note:**

If you choose to add the new contact to a group, a list of all your existing groups is displayed, and the screen prompts you to select a group.

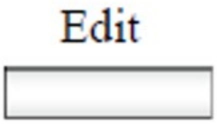


6. Press the Up/Down navigation key to highlight the required entry.

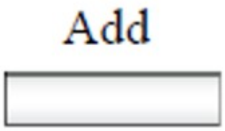
7. Choose one of the following options:



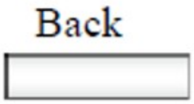
- Press the **Select** context-sensitive soft key to assign your new address book entry to the group that you selected.



- Press the **Edit** context-sensitive soft key to modify the name of an existing group.



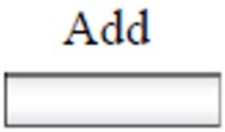
- Press the **Add** context-sensitive soft key to add a new group (invokes the add group screen).



- Press the **Back** context-sensitive soft key to dismiss the screen and return to the previous screen.

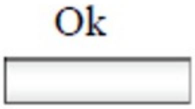
## Add a new group

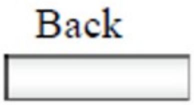
### To add a new group:



1. From the Select Group screen, press the **Add** context-sensitive soft key.

1
2ABC
3DEF
4GHI
5JKL
6MNO
7PQRS
8TUV
9WXYZ
*
0
#





2. Choose one of the following:

- Use the dialpad to enter the group name, and then press the **Ok** context-sensitive soft key.

  **Note:**

  If the name of the new group already exists, an error screen appears.

- Press the **Back** context-sensitive soft key to return to the previous menu.

## Speed Dial List

When configuring the phone provisioning, a feature key can be configured as a Speed Dial List. You cannot modify or delete the feature key used by the Speed Dial List. Also, you cannot modify the content of the Speed Dial List.

Invocation of the speed dial list is similar to other feature key invocation. The Speed Dial List key causes a full screen list to appear and offers you a chance to automatically dial one of the offered choices.

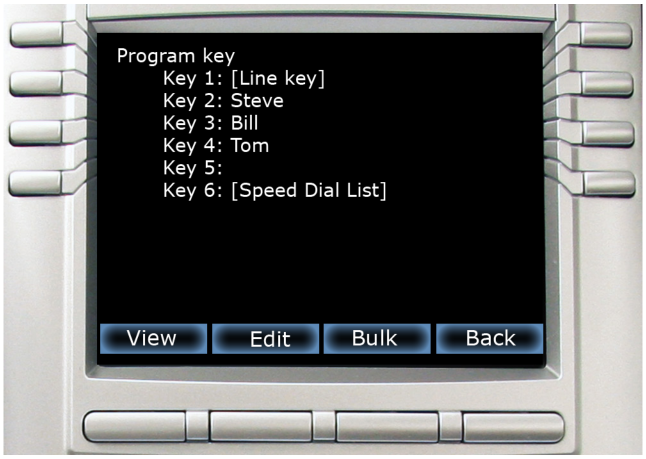
The contents of the Speed Dial List varies, based on the current call state of the IP Deskphone and the type of speed dial list entry configured.

**Note:**

Only entries in the Speed Dial List can be context sensitive, not all speed dial keys/ individual feature keys.

A Speed Dial key or one included in a Speed Dial List can cause a call that was placed on hold (when invoked) to be un-held automatically (when call completes), based on a new value that must be configured when a Speed Dial key is created or configured.

The following figure displays the feature key used by the Speed Dial List.

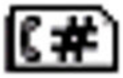


Program key
Key 1: [Line key]
Key 2: Steve
Key 3: Bill
Key 4: Tom
Key 5:
Key 6: [Speed Dial List]

**Figure 61: Main feature key screen**

A feature key provisioned for use as a Speed Dial List has a similar appearance to all other programmed feature keys on the idle screen (or in-call screen). The label used for the selected key is provided through provisioning.

The following is the icon for the Speed Dial List key.



After you press the feature key provisioned as a Speed Dial List, the list of Speed Dial entries configured appears on the screen and the you can select an item from that list to invoke a Speed Dial.

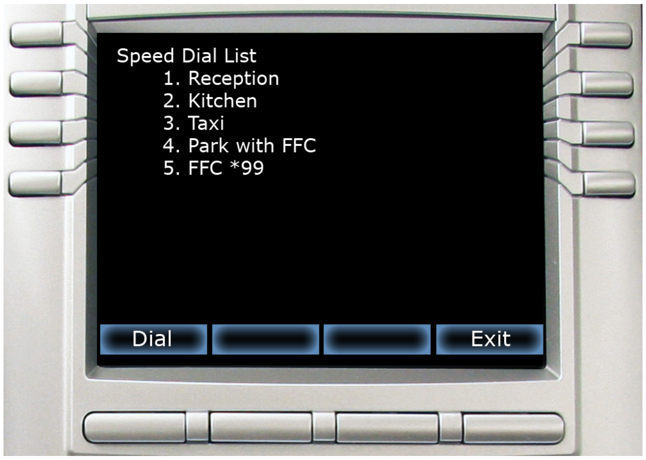
If the Speed Dial List is empty, or results in being empty due to context-sensitive hiding of contents, an error message displays stating `There are no Speed Dials currently available`.

**Related topics:**

Speed Dial List screen on page 260
Auto-Retrieve flag on page 260

## Speed Dial List screen

You can select the provisioned Speed Dial List entries from the **Speed Dial List** screen. The following figure is an example of the Speed Dial List screen with the list entries.



Speed Dial List
1. Reception
2. Kitchen
3. Taxi
4. Park with FFC
5. FFC *99

**Figure 62: Speed Dial List screen**

The Speed Dial List screen displays all the Speed Dial List entries provisioned. The displayed Speed Dial List items are based on the provisioned list as well as the current Idle/Mid-call state of the IP Deskphone. After you invoke the Speed Dial List while the IP Deskphone is idle, only Speed Dial List entries that are configured to IDLE are displayed. Similarly, only items marked as MID CALL are displayed if the Speed Dial List is invoked while the IP Deskphone is in a call.

The following are the options available for the Speed Dial List screen:

- **Dial** — invokes the selected speed dial.
- **Exit** — screen dismisses without invoking a Speed Dial List entry.

## Auto-Retrieve flag

If you enable the Auto-Retrieve behavior on a Speed Dial key or Speed Dial list entry that is invoked, and place a call on hold to invoke the current key/entry, the IP Deskphone attempts to un-hold the call after the key or entry call completes.

For example:

- A is talking to B when A invokes their Speed Dial List and selects an entry.
- Selection/invocation of a Speed Dial List entry places the A-B call on hold and places an outgoing call to the URI specified in the Speed Dial List entry; for example, C.
- When the A-C call completes, if the Auto-Retrieve flag is enabled for the Speed Dial, then the IP Deskphone attempts to take call A-B off hold. This may not always happen if the IP Deskphone receives another call during the A-C call, or if the A-B call state is changed while A-C is active.

The Auto-Retrieve behavior is added to regular speed dial keys instead of speed dial list entries. To make sure that this flag is configured for programmed speed dial keys, the **Enable Auto-Retrieve** screen shown in the following figure appears as the last step in Speed Dial Key configuration.

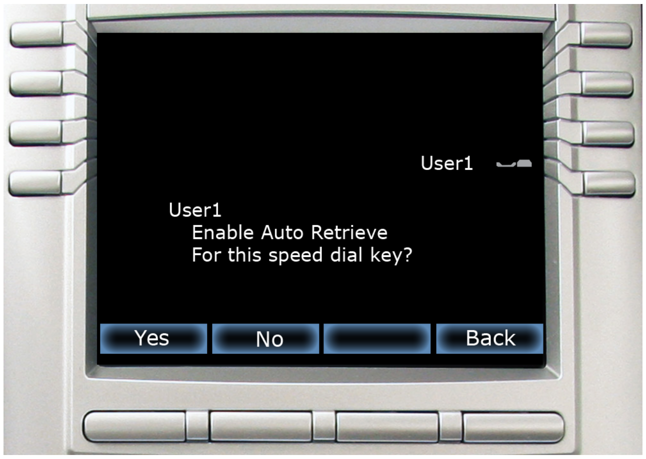

User1
User1
Enable Auto Retrieve
For this speed dial key?

**Figure 63: Enable Auto-Retrieve screen**

The Auto-Retrieve screen allows you to configure the Auto-Retrieve behavior for the Speed Dial.

The following are the options available for the Auto Retrieve enable screen.

- Yes — to enable Speed Dial with Auto-Retrieve behavior.
- No — to disable Speed Dial with Auto-Retrieve behavior.
- Back — to dismiss the screen and return to the previous key programming screen.

# USB flash memory device support

The IP Deskphone supports the browsing of files on a USB flash memory device. A simple file browser allows you to select an image file (or other type of file) and upload onto the IP Deskphone file system. The file manager also allows you to browse and copy certain files from the phone file system onto a USB flash drive.

After you select the File Manager menu by choosing the **Services** menu, you can navigate to the IP Deskphone file system and any USB drives attached. From there, you can either copy a file from the IP Deskphone onto the USB drive or copy a file from the USB drive to the IP Deskphone.

If you select File Manager, and there are no USB drives plugged into the IP Deskphone, the root screen of the IP Deskphone file system is displayed.

The following figure displays the root screen of the IP Deskphone file system.

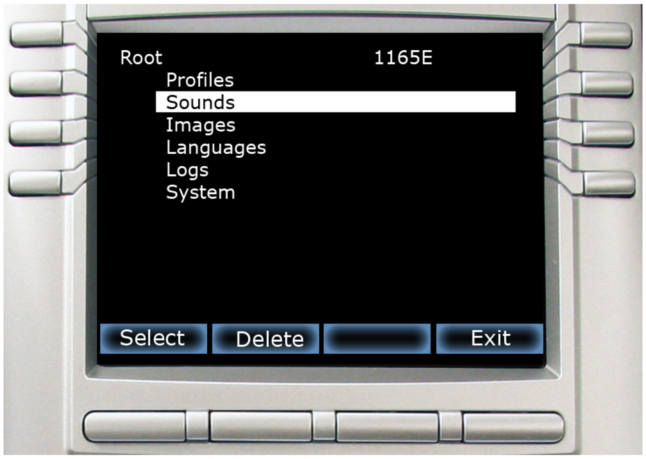


**Figure 64: Root screen**

The following are the options available for the Root screen:

- **Select** — use to enter the selected folder.
- **Delete** — prompts you to delete contents of the selected folder (folders are not deleted because they are on the IP Deskphone).
- **Exit** — If you are at the root folder of the flash disk, the screen is dismissed and you are sent back to the previous menu. If you are already inside a folder, then the **Back** context-sensitive soft key acts the same as the **..** item and moves up one level in the directory structure.

After you select a file manager, and if a USB drive is plugged into the IP Deskphone, the screen that appears next is the **Select Device** screen. This screen lists the IP Deskphone, and any USB drives that are available. After you select one of the items, the contents of that device (folders and files) appears; **..** allows you to navigate back to the **Select Device** screen.

The following figure is an example of the **Select Device** screen.

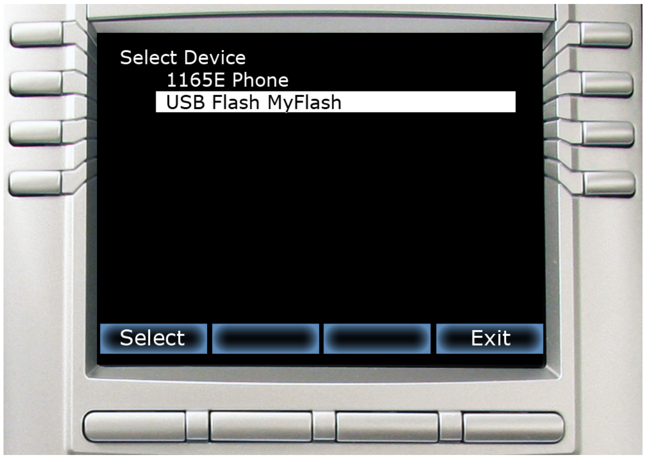

Select Device
1165E Phone
USB Flash MyFlash
Select
Exit

**Figure 65: Select Device screen**

The following are the options available for the **Select Device** screen:

- **Select** — to enter the selected device.
- **Exit** — to dismiss the file manager and return to the **Services** menu.

After you select the device to which you want to navigate, the device file structure is displayed; some examples are shown in the following figures:

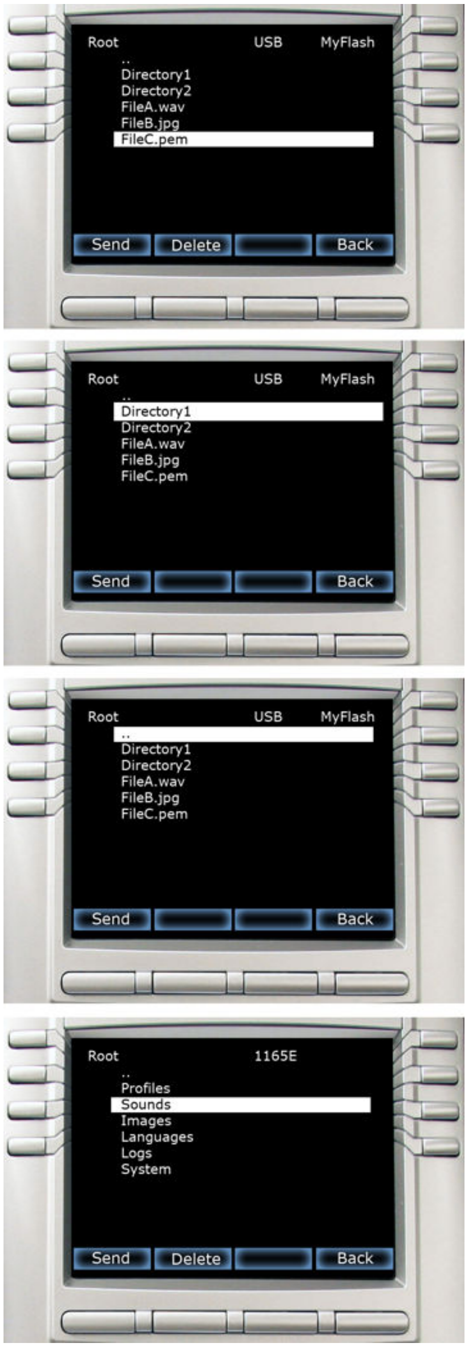

Root
USB
MyFlash
..
Directory1
Directory2
FileA.wav
FileB.jpg
FileC.pem
Send
Delete
Back
Root
USB
MyFlash
..
Directory1
Directory2
FileA.wav
FileB.jpg
FileC.pem
Send
Back
Root
USB
MyFlash
..
Directory1
Directory2
FileA.wav
FileB.jpg
FileC.pem
Send
Back
Root
1165E
..
Profiles
Sounds
Images
Languages
Logs
System
Send
Delete
Back

**Figure 66: Examples of File Manager device browsing screens**

**Note:**

The context-sensitive soft keys change based on the selected item on the screen.

The File Manager browsing screen provides the following options:

- **Select** — to enter into the selected folder.
- **Back** — to return to the previous screen
- **Delete**:
  - If you select a file to delete, the screen prompts to confirm deletion and then deletes the file. If you do not respond to the deletion prompt in 15 seconds, deletion is cancelled.
  - If you select a folder on the IP Deskphone to delete, the screen prompts to confirm deletion of all contents of the folder on the phone but does not delete the folder itself.
  - If you select a folder on the USB device to delete, the screen prompts to confirm deletion of the folder and all its contents. If you do not respond to the deletion prompt within 15 seconds, deletion is cancelled.

  **Note:**

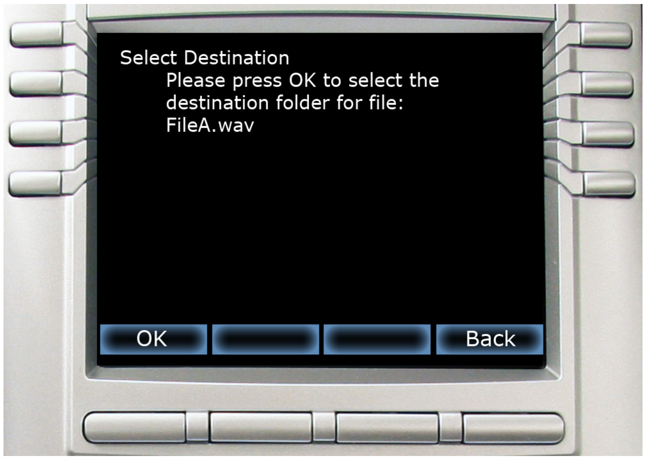
  Your phone configuration can prohibit you from deleting files. In this case, if you are prohibited from deleting files, pressing the **Delete** soft key causes the following message to appear:

  ```
  Action is not allowed. You don't have permissions.
  ```
- **Send** — appears only after you select a file.
  - If you select a file on a USB device and press **Send**, you can send or copy the selected file to the IP Deskphone. Based on the file extension, the destination folder is selected automatically; for example: PNG files are sent directly to Images folder on the IP Deskphone.
  - If you select a file on the IP Deskphone and press **Send**, an error message appears if there is no USB drive plugged into the IP Deskphone. Sending files from the IP Deskphone to another location on the IP Deskphone is not allowed.
  - If you select a file on the IP Deskphone and press **Send**, a **Select Destination** screen is displayed. Select the folder on the USB drive to which you want to send the file .
- **Back** — to dismiss the current screen and return you to the **Device Selection** screen.

### File Manager Select Destination

The **File Manager Select Destination** confirmation prompt screen confirms that you want to select the destination folder to which you wish to send or copy the previously selected file.

The following figure displays the screen to select the destination folder.



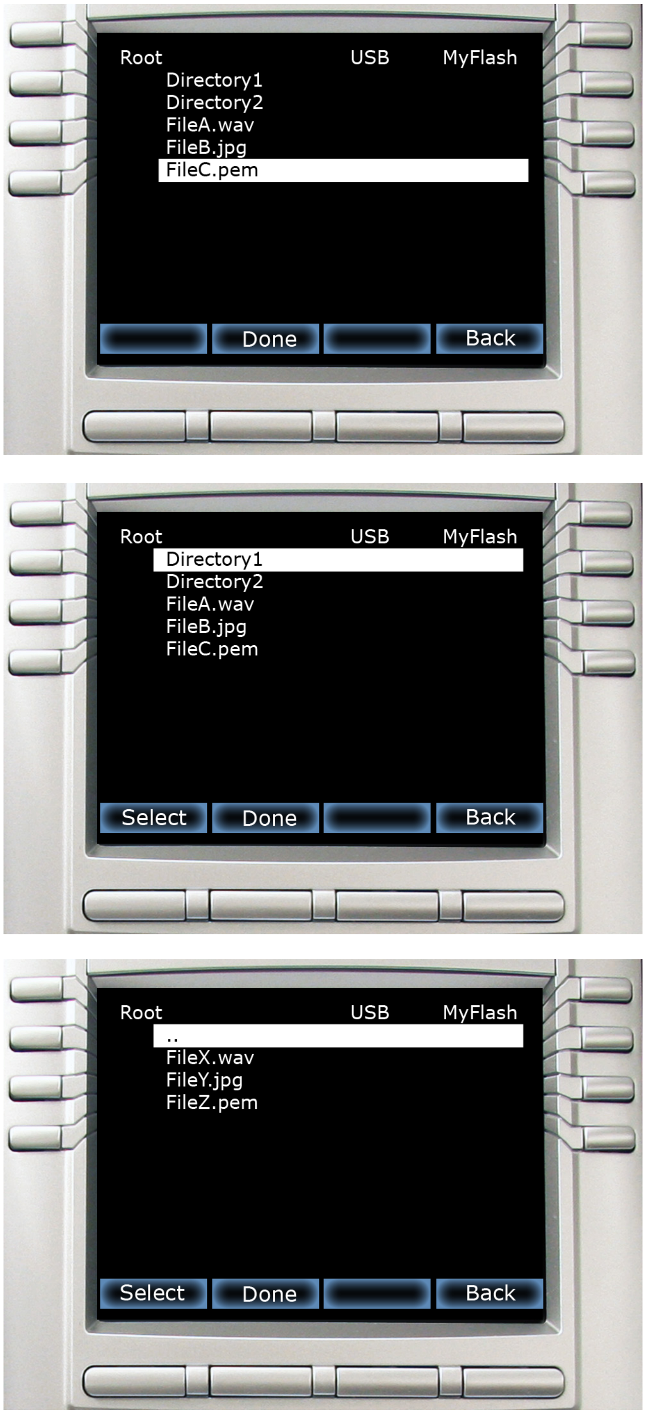
Select Destination
Please press OK to select the destination folder for file:
FileA.wav

**Figure 67: Select Destination confirmation prompt**

The following are the options available for the **Select Destination** screen.

- **OK** — to go to the screen where you select a folder.
- **Back** — to return to the previous screen.

After you have confirmed that you want to send a file from the IP Deskphone to the USB drive, the **Select Destination** screen appears, as shown in the following examples:



Root USB MyFlash
Directory1
Directory2
FileA.wav
FileB.jpg
FileC.pem

Root USB MyFlash
Directory1
Directory2
FileA.wav
FileB.jpg
FileC.pem

Root USB MyFlash
..
FileX.wav
FileY.jpg
FileZ.pem

**Figure 68: Select Destination screen**

**Note:**

The context-sensitive soft keys change based on the selected item on the screen.

The following options are presented:

- **Select** — to enter the selected folder.
- **Done** — to configure the current location as the destination for the send and initiates copy operation.
- **Back** — to return to the previous screen.

**Related topics:**

File Manager on page 268

USB scenarios on page 268

## File Manager

This section provides some general information about File Manager

**Changing levels:**

Selection of the **..** item (or **Back** context-sensitive soft key) moves you up one level, which results in leaving the device and returning to the **Select Device** screen in some cases. If the current selection is a sub-folder, selecting **..** or the **Back** context-sensitive soft key moves you up one level in the directory structure.

**File actions:**

Selecting a file causes the selected file to copy on to the IP Deskphone flash file system, or can invoke a specific handler for the selected file (configured after this screen is invoked by other mechanisms). An example of this is a device configuration file which causes the IP Deskphone to update with a selected file rather than to copy the file to a folder

**File extensions:**

Based on the extension of the selected file, validation routines run to verify the file size, and the free space available on the USB flash device, including restrictions that can be defined for safe usage — for example, a limit of XX images or ring tones on the IP Deskphone (based on the model).

Files having unknown extensions are not available for any action. The IP Deskphone attempts to perform actions only for file types and extensions it recognizes.

## USB scenarios

### Copying an image file from the USB drive into the IP Deskphone

1. Log on to the IP Deskphone and plug the USB flash drive into the IP Deskphone USB port.
2. Press the **Services** hard key and choose **File Manager**.

3. Select **Flash Disk device**. The contents of the USB drive are displayed.
4. Select the file you wish to copy and then press **Send**.

   You are prompted to select the device to where you want to send the selected file.
5. Select the IP Deskphone as the destination device.

   The file is validated based on the file extension and the passing of the validation routines, and a handler is called for the file. In this case, the image file copies the images directory of the flash file system on the IP Deskphone.

   Any action that is taking some time to complete displays the **In progress…** message on the screen

   A success message appears on the phone screen displaying that the file was copied to the IP Deskphone successfully. The following figure displays a sample success message.

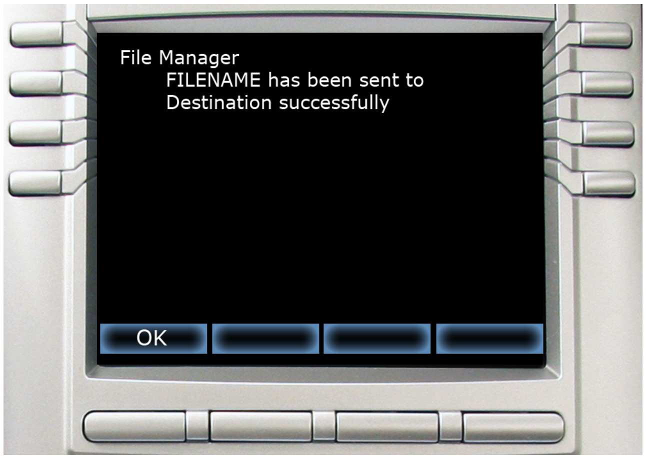
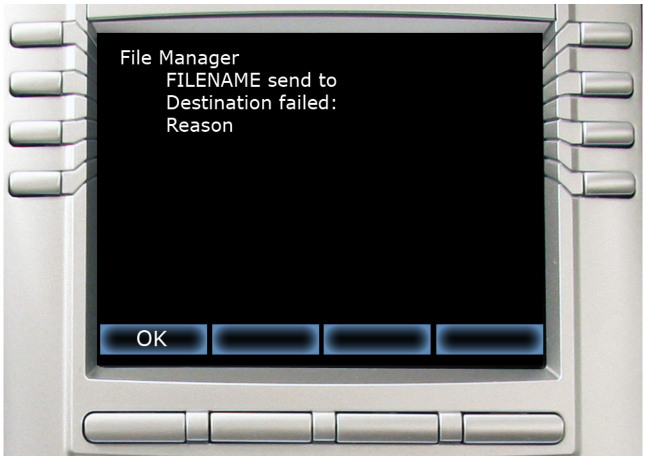

File Manager
FILENAME has been sent to
Destination successfully

**Figure 69: Sample success message for File Manager operation**

## Copy errors

After a file is selected, there can be multiple reasons why the copy action cannot complete. The file size may exceed allowed limits, there may not be enough space on disk, a file with the same name may already exist, or actions on the selected file type may not be allowed (configuration flag).

Error conditions display a message on the screen, as shown in the following example.



File Manager
FILENAME send to
Destination failed:
Reason

Figure 70: Sample failure message for File Manager operation

## Copying the ring tone from the IP Deskphone to the USB drive

1. Log into the IP Deskphone and plug the USB flash drive into the USB port of the IP Deskphone.
2. Press the **Services** hard key and choose **File Manager**.
3. Select the IP Deskphone from the **Select Device** screen.

   The contents of their IP Deskphone are displayed.
4. Navigate to the **Sounds** folder.
5. Select the file you require and press **Send**.

   You are prompted to select the destination folder on the plugged-in USB drive.
6. Navigate to the folder **MyRings** and press **Done** to start the operation.

   The file is then validated (some files are not allowed to copy) and sent to the selected destination. After the copy is complete, a message appears on the phone screen displaying that the file was copied successfully.

**Copy errors:**

If file copying cannot complete due to insufficient space on the USB device, or due to the selected file type not being enabled in the File Manager (device configuration), then an error message is displayed on the screen.

# Chapter 17: Visual indicators

The IP Deskphone uses visual indicators or cues to indicate incoming calls and messages. The display icons on the IP Deskphone also indicate the current call state, the status of Inbox calls, and Instant Messages (IMs), and the Presence state of contacts designated as Friend.

## Display screen icons

The following tables list the display icons of the IP Deskphone.

**Table 16: Display screen icons — Call State**

| Component | Icon |
|---|---|
| On hook | ☎ |
| Incoming/Outgoing call (phone ringing) | ☎)) |
| On the phone | ✆ |
| On hold | ◡☎ |
| Missed call | 📥 |

**Table 17: Display screen icons — Feature button icons**

| Component | Icon |
|---|---|
| Do Not Disturb | ⊗☎ |
| Call Forward | ⬅☎ |
| Speed Dial list | ✆# |

| Component | Icon |
|---|---|
| Send IM | |

**Table 18: Display screen icons — Instant Messaging**

| Component | Icon |
|---|---|
| New, Unread | ✉ |
| Read | 📭 |
| Replied to | ➡📭 |
| Sent/forwarded | ⬅📭 |

**Table 19: Display screen icons — Inbox**

| Component | Icon |
|---|---|
| Incoming Call Answered | ☎ |
| Incoming Call Missed, New | ☎)) |
| Incoming Call Missed, Reviewed | ☏)) |

**Table 20: Display screen icons — Presence**

| Component | Icon |
|---|---|
| Terminated | ● |
| Connected Inactive | ⬇ |
| Unavailable Busy or Offline | ⊖ |
| Active Available | ⬆ |
| On the Phone | ☎ |

| Component | Icon |
|---|---|
| Unknown | ○ |

## Visual Alerter/Message Waiting Indicators

The red LED light at the top right of the IP Deskphone lights to indicate incoming calls or when a caller leaves you voice mail. The blue LED light at the top left of the IP Deskphone lights to indicate when you receive a new Instant Message.

The following table lists the visual indicator and the LED status.

**Table 21: Visual Alerter/Message Waiting Indicator**

| LED | Visual indicator | LED status |
|---|---|---|
| Red LED | Voice mail left by caller | Steady red light until message is reviewed |
| | Incoming call (phone ringing) | Fast blinking red light |
| Blue LED | New Instant Message received | Steady blue light until message is reviewed |
| | New Instant Message received when other unread Instant Messages are in the Inbox | Single flash and returns to steady blue light. |
| | Instant Message pop-up appears and a new Instant Message received | Steady blue light until the Instant Message is reviewed or you press the **Exit** context-sensitive soft key. |

# Chapter 18: Third party terms

## Third Party Terms for Avaya 11xx 12xx sw Release 3.0 through 4.0 (Aug - Nov 2010)

Certain portions of the product ("Open Source Components") are licensed under open source license agreements that require Avaya to make the source code for such Open Source Components available in source code format to its licensees, or that require Avaya to disclose the license terms for such Open Source Components. For a period of three years from your date of purchase of a product containing any of the software listed below from Avaya Inc., any Avaya affiliate or an authorized Avaya reseller, we will provide upon request a complete machine readable copy of the source code for such Open Source Component on a medium customarily used for software interchange for a charge no more than our cost of physically performing source distribution. To get access to the source code, you may contact Avaya at (408) 577-7666.

The Open Source Components are provided "AS IS". ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDERS OR THE CONTRIBUTORS OF THE OPEN SOURCE COMPONENTS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THE PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

### The following component is licensed under Public Domain

DateTime

### PUBLIC DOMAIN NOTICE

* **National Center for Biotechnology Information**

*

* This software/database is a "United States Government Work" under the terms of the United States Copyright Act. It was written as part of the author's official duties as a United States Government employee and thus cannot be copyrighted. This software/database is freely

available to the public for use. The National Library of Medicine and the U.S. Government have not placed any restriction on its use or reproduction.

*

Although all reasonable efforts have been taken to ensure the accuracy and reliability of the software and data, the NLM and the U.S. Government do not and cannot warrant the performance or results that may be obtained by using this software or data. The NLM and the U.S. Government disclaim all warranties, express or implied, including warranties of performance, merchantability or fitness for any particular purpose.

*

Please cite the author in any work or product based on this material

*

* ===========================================================

*

* Authors: Anton Butanayev, Denis Vakatov, Vladimir Ivanov

END OF TERMS AND CONDITIONS

**Related topics:**

GNU on page 276
Zlib on page 280
Libpng on page 281
Kern_random on page 283
Wchar functions on page 284
Libjpeg on page 285
T-Rex on page 286

---

# GNU

### The following component is licensed under the GNU General Public V2 license:

libstdc++ Copyright (C) 1989, 1997, 1998, 1999 Free Software Foundation, Inc.

### GNU General Public V2 License

GNU GENERAL PUBLIC LICENSE Version 2, June 1991 Copyright (C) 1989, 1991 Free Software Foundation, Inc. 59 Temple Place - Suite 330, Boston, MA 02111-1307, USA Everyone is permitted to copy and distribute verbatim copies of this license document, but changing it is not allowed. Preamble The licenses for most software are designed to take away your freedom to share and change it. By contrast, the GNU General Public License is intended to guarantee your freedom to share and change free software--to make sure the software is free for all its users. This General Public License applies to most of the Free Software Foundation\'s software and to any other program whose authors commit to using it. (Some other Free Software Foundation software is covered by the GNU Library General Public License instead.) You can apply it to your programs, too. When we speak of free software, we are referring to freedom, not price. Our General Public Licenses are designed to make sure that you have the freedom to distribute copies of free software (and charge for this service if you wish), that you receive source code or can get it if you want it, that you can change the software or use pieces of it in new free programs; and that you know you can do these things. To protect your rights, we need to make restrictions that forbid anyone to deny you these rights or to ask you to surrender the rights. These restrictions translate to certain responsibilities for you if you distribute copies of the software, or if you modify it. For example, if you distribute copies of such a program, whether gratis or for a fee, you must give the recipients all the rights that you have. You must make sure that they, too, receive or can get the source code. And you must show them these terms so they know their rights. We protect your rights with two steps: (1) copyright the software, and (2) offer you this license which gives you legal permission to copy, distribute and/or modify the software. Also, for each author\'s protection and ours, we want to make certain that everyone understands that there is no warranty for this free software. If the software is modified by someone else and passed on, we want its recipients to know that what they have is not the original, so that any problems introduced by others will not reflect on the original authors\' reputations. Finally, any free program is threatened constantly by software patents. We wish to avoid the danger that redistributors of a free program will individually obtain patent licenses, in effect making the program proprietary. To prevent this, we have made it clear that any patent must be licensed for everyone\'s free use or not licensed at all. The precise terms and conditions for copying, distribution and modification follow. TERMS AND CONDITIONS FOR COPYING, DISTRIBUTION AND MODIFICATION 0. This License applies to any program or other work which contains a notice placed by the copyright holder saying it may be distributed under the terms of this General Public License. The \"Program\", below, refers to any such program or work, and a \"work based on the Program\" means either the Program or any derivative work under copyright law: that is to say, a work containing the Program or a another language. (Hereinafter, translation is included without limitation in the term \"modification\".) Each licensee is addressed as \"you\". Activities other than copying, distribution and modification are not covered by this License; they are outside its scope. The act of running the Program is not restricted, and the output from the Program is covered only if its contents constitute a work based on the Program (independent of having been made by running the Program). Whether that is true depends on what the Program does. 1. You may copy and distribute verbatim copies of the Program\'s source code as you receive it, in any medium, provided that you conspicuously and appropriately publish on each copy an appropriate copyright notice and disclaimer of warranty; keep intact all the notices that refer to this License and to the absence of any warranty; and give any other recipients of the Program a copy of this License along with the Program. You may charge a fee for the physical act of transferring a copy, and you may at your option offer warranty protection in exchange for a fee. 2. You may modify your copy or copies of the Program or any portion of it, thus forming a work based on the Program, and copy and distribute such modifications or work under the terms of Section 1 above, provided that you also meet all of these conditions: * a) You must cause the modified files to carry prominent notices stating that you changed the files and the date of any change. * b) You must cause any work that you distribute or publish, that in whole or in part contains or is derived from the Program or any part thereof, to be licensed as a whole at no charge to all third parties under the terms of this License. * c) If the modified program normally reads commands interactively when run, you must cause it, when started running for such interactive use in the most ordinary way, to print or display an announcement including an appropriate copyright notice and a notice that there is no warranty (or else, saying that you provide a warranty) and that users may redistribute the program under these conditions, and telling the user how to view a copy of this License. (Exception: if the Program itself is interactive but does not normally print such an announcement, your work based on the Program is not required to print an announcement.) These requirements apply to the modified work as a whole. If identifiable sections of that work are not derived from the Program, and can be reasonably considered independent and separate works in themselves, then this License, and its terms, do not apply to those sections when you distribute them as separate works. But when you distribute the same sections as part of a whole which is a work based on the Program, the distribution of the whole must be on the terms of this License, whose permissions for other licensees extend to the entire whole, and thus to each and every part regardless of who wrote it. Thus, it is not the intent of this section to claim rights or contest your rights to work written entirely by you; rather, the intent is to exercise the right to control the distribution of derivative or collective works based on the Program. In addition, mere aggregation of another work not based on the Program with the Program (or with a work based on the Program) on a volume of a storage or distribution medium does not bring the other work under the scope of this License. 3. You may copy and distribute the Program (or a work based on it, under Section 2) in object code or executable form under the terms of Sections 1 and 2 above provided that you also do one of the following: * a) Accompany it with the complete corresponding machine-readable source code, which must be distributed under the terms of Sections 1 and 2 above on a medium customarily used for software interchange; or, * b) Accompany it with a written offer, valid for at least three years, to give any third party, for a charge no more than your cost of physically performing source distribution, a complete machine-readable copy of the corresponding source code, to be distributed under the terms of Sections 1 and 2 above on a medium customarily used for software interchange; or, * c) Accompany it with the information you received as to the offer to distribute corresponding source code. (This alternative is allowed only for noncommercial distribution and only if you received the program in object code or executable form with such an offer, in accord with Subsection b above.) The source code for a work means the preferred form of the work for making modifications to it. For an executable work, complete source code means all the source code for all modules it contains, plus any associated interface definition files, plus the scripts used to control compilation and installation of the executable. However, as a special exception, the source code distributed need not include anything that is normally distributed (in either source or binary form) with the major components (compiler, kernel, and so on) of the operating system on which the executable runs, unless that component itself accompanies the executable. If distribution of executable or object code is made by offering access to copy from a designated place, then offering equivalent access to copy the source code from the same place counts as distribution of the source code, even though third parties are not compelled to copy the source along with the object code. 4. You may not copy, modify, sublicense, or distribute the Program except as expressly provided under this License. Any attempt otherwise to copy, modify, sublicense or distribute the Program is void, and will automatically terminate your rights under this License. However, parties who have received copies, or rights, from you under this License will not have their licenses terminated so long as such parties remain in full compliance. 5. You are not required to accept this License, since you have not signed it. However, nothing else grants you permission to modify or distribute the Program or its derivative works. These actions are prohibited by law if you do not accept this License. Therefore, by modifying or distributing the Program (or any work based on the Program), you indicate your acceptance of this License to do so, and all its terms and conditions for copying, distributing or modifying the Program or works based on it. 6. Each time you redistribute the Program (or any work based on the Program), the recipient automatically receives a license from the original licensor to copy, distribute or modify the Program subject to these terms and conditions. You may not impose any further restrictions on the recipients\' exercise of the rights granted herein. You are not responsible for enforcing compliance by third parties to this License. 7. If, as a consequence of a court judgment or allegation of patent infringement or for any other reason (not limited to patent issues), conditions are imposed on you (whether by court order, agreement or otherwise) that contradict the conditions of this License, they do not excuse you from the conditions of this License. If you cannot distribute so as to satisfy simultaneously your obligations under this License and any other pertinent obligations, then as a consequence you may not distribute the Program at all. For example, if a patent license would not permit royalty-free redistribution of the Program by all those who receive copies directly or indirectly through you, then the only way you could satisfy both it and this License would be to refrain entirely from distribution of the Program. If any portion of this section is held invalid or unenforceable under any particular circumstance, the balance of the section is intended to apply and the section as a whole is intended to apply in other circumstances. It is not the purpose of this section to induce you to infringe any patents or other property right claims or to contest validity of any such claims; this section has the sole purpose of protecting the integrity of the free software distribution system, which is implemented by public license practices. Many people have made generous contributions to the wide range of software distributed through that system in reliance on consistent application of that system; it is up to the author/donor to decide if he or she is willing to distribute software through any other system and a licensee cannot impose that choice. This section is intended to make thoroughly clear what is believed to be a consequence of the rest of this License. 8. If the distribution and/or use of the Program is restricted in certain countries either by patents or by copyrighted interfaces, the original copyright holder who places the Program under this License may add an explicit geographical distribution limitation excluding those countries, so that distribution is permitted only in or among countries not thus excluded. In such case, this License Free Software Foundation may publish revised and/or new versions of the General Public License from time to time. Such new versions will be similar in spirit to the present version, but may differ in detail to address new problems or concerns. Each version is given a distinguishing version number. If the Program specifies a version number of this License which applies to it and \"any later version\", you have the option of following the terms and conditions either of that version or of any later version published by the Free Software Foundation. If the Program does not specify a version number of this License, you may choose any version ever published by the Free Software Foundation. 10. If you wish to incorporate parts of the Program into other free programs whose distribution conditions are different, write to the author to ask for permission. For software which is copyrighted by the Free Software Foundation, write to the Free Software Foundation; we sometimes make exceptions for this. Our decision will be guided by the two goals of preserving the free status of all derivatives of our free software and of promoting the sharing and reuse of software generally. NO WARRANTY 11. BECAUSE THE PROGRAM IS LICENSED FREE OF CHARGE, THERE IS NO WARRANTY FOR THE PROGRAM, TO THE EXTENT PERMITTED BY APPLICABLE LAW. EXCEPT WHEN OTHERWISE STATED IN WRITING THE COPYRIGHT HOLDERS AND/OR OTHER PARTIES PROVIDE THE PROGRAM \"AS IS\" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE PROGRAM IS WITH YOU. SHOULD THE PROGRAM PROVE DEFECTIVE, YOU ASSUME THE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION. 12. IN NO EVENT UNLESS REQUIRED BY APPLICABLE LAW OR AGREED TO IN WRITING WILL ANY COPYRIGHT HOLDER, OR ANY OTHER PARTY WHO MAY MODIFY AND/OR REDISTRIBUTE THE PROGRAM AS PERMITTED ABOVE, BE LIABLE TO YOU FOR DAMAGES, INCLUDING ANY GENERAL, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE PROGRAM (INCLUDING BUT NOT LIMITED TO LOSS OF DATA OR DATA BEING RENDERED INACCURATE OR LOSSES SUSTAINED BY YOU OR THIRD PARTIES OR A FAILURE OF THE PROGRAM TO OPERATE WITH ANY OTHER PROGRAMS), EVEN IF SUCH HOLDER OR OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. END OF TERMS AND CONDITIONS How to Apply These Terms to Your New Programs If you develop a new program, and you want it to be of the greatest possible use to the public, the best way to achieve this is to make it free software which everyone can redistribute and change under these terms. To do so, attach the following notices to the program. It is safest to attach them to the start of each source file to most effectively convey the exclusion of warranty; and each file should have at least the \"copyright\" line and a pointer to where the full notice is found. one line to give the program\'s name and an idea of what it does. Copyright (C) yyyy name of author This program is free software; you can redistribute it and/or modify it under the terms of the GNU General Public License as published by the Free Software Foundation; either version 2 of the License, or (at your option) any later version. This program is distributed in the hope that it will be useful, but WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the GNU General Public License for more details. You should have received a copy of the GNU General Public License along with this program; if not, write to the Free Software Foundation, Inc., 59 Temple Place - Suite 330, Boston, MA 02111-1307, USA. Also add information on how to contact you by electronic and paper mail. If the program is interactive, make it output a short notice like this when it starts in an interactive mode: Gnomovision version 69, Copyright (C) year name of author Gnomovision comes with ABSOLUTELY NO WARRANTY; for details type `show w\'. This is free software, and you are welcome to redistribute it under certain conditions; type `show c\' for details. The hypothetical commands `show w\' and `show c\' should show the appropriate parts of the General Public License. Of course, the commands you use may be called something other than `show w\' and `show c\'; they could even be mouse-clicks or menu items--whatever suits your program. You should also get your employer (if you work as a programmer) or your school, if any, to sign a \"copyright disclaimer\" for the program, if necessary. Here is a sample; alter the names: Yoyodyne, Inc., hereby disclaims all copyright interest in the program `Gnomovision\' (which makes passes at compilers) written by James Hacker. signature of Ty Coon, 1 April 1989 Ty Coon, President of Vice This General Public License does not permit incorporating your program into proprietary programs. If your program is a subroutine library, you may consider it more useful to permit linking proprietary applications with the library. If this is what you want to do, use the GNU Lesser General Public License instead of this License.

END OF TERMS AND CONDITIONS

# Zlib

### The following component is licensed under zlib license:

Zlib 1.2.1

### Zlib License

/* zlib.h -- interface of the 'zlib' general purpose compression library version 1.2.4, March 14th, 2010

Copyright (C) 1995-2010 Jean-loup Gailly and Mark

This software is provided 'as-is', without any express or implied warranty. In no event will the authors be held liable for any damages arising from the use of this software. Permission is granted to anyone to use this software for any purpose, including commercial applications, and to alter it and redistribute it freely, subject to the following restrictions:

1. The origin of this software must not be misrepresented; you must not claim that you wrote the original software. If you use this software in a product, an acknowledgment in the product documentation would be appreciated but is not required.

2. Altered source versions must be plainly marked as such, and must not be misrepresented as being the original software.

3. This notice may not be removed or altered from any source distribution.

...

Jean-loup Gailly

Mark Adler

END OF TERMS AND CONDITIONS

# Libpng

### The following component is licensed under libpng license:

Libpng 1.2.37 - June 4, 2009

### Libpng License

This copy of the libpng notices is provided for your convenience. In case of any discrepancy between this copy and the notices in the file png.h that is included in the libpng distribution, the latter shall prevail.

### COPYRIGHT NOTICE, DISCLAIMER, and LICENSE:

If you modify libpng you may insert additional notices immediately following this sentence.

libpng versions 1.2.6, August 15, 2004, through 1.2.34, December 18, 2008, are Copyright (c) 2004, 2006-2008 Glenn Randers-Pehrson, and are distributed according to the same disclaimer and license as libpng- 1.2.5 with the following individual added to the list of Contributing Authors

Cosmin Truta

libpng versions 1.0.7, July 1, 2000, through 1.2.5 - October 3, 2002, are Copyright (c) 2000-2002 Glenn Randers-Pehrson, and are distributed according to the same disclaimer and license as libpng-1.0.6 with the following individuals added to the list of Contributing Authors

Simon-Pierre Cadieux

Eric S. Raymond

Gilles Vollant

and with the following additions to the disclaimer:

There is no warranty against interference with your enjoyment of the library or against infringement. There is no warranty that our efforts or the library will fulfill any of your particular purposes or needs. This library is provided with all faults, and the entire risk of satisfactory quality, performance, accuracy, and effort is with the user.

libpng versions 0.97, January 1998, through 1.0.6, March 20, 2000, are Copyright (c) 1998, 1999 Glenn Randers-Pehrson, and are distributed according to the same disclaimer and license as libpng-0.96, with the following individuals added to the list of Contributing Authors:

Tom Lane

Glenn Randers-Pehrson

Willem van Schaik

libpng versions 0.89, June 1996, through 0.96, May 1997, are Copyright (c) 1996, 1997 Andreas Dilger

Distributed according to the same disclaimer and license as libpng-0.88, with the following individuals added to the list of Contributing Authors:

John Bowler

Kevin Bracey

Sam Bushell

Magnus Holmgren

Greg Roelofs

Tom Tanner

libpng versions 0.5, May 1995, through 0.88, January 1996, are Copyright (c) 1995, 1996 Guy Eric Schalnat, Group 42, Inc.

For the purposes of this copyright and license, "Contributing Authors" is defined as the following set of individuals:

Andreas Dilger

Dave Martindale

Guy Eric Schalnat

Paul Schmidt

Tim Wegner

The PNG Reference Library is supplied "AS IS". The Contributing Authors and Group 42, Inc. disclaim all warranties, expressed or implied, including, without limitation, the warranties of merchantability and of fitness for any purpose. The Contributing Authors and Group 42, Inc. assume no liability for direct, indirect, incidental, special, exemplary, or consequential damages, which may result from the use of the PNG Reference Library, even if advised of the possibility of such damage.

Permission is hereby granted to use, copy, modify, and distribute this source code, or portions hereof, for any purpose, without fee, subject to the following restrictions:

1. The origin of this source code must not be misrepresented.

2. Altered versions must be plainly marked as such and must not be misrepresented as being the original source.

3. This Copyright notice may not be removed or altered from any source or altered source distribution.

The Contributing Authors and Group 42, Inc. specifically permit, without fee, and encourage the use of this source code as a component to supporting the PNG file format in commercial products. If you use this source code in a product, acknowledgment is not required but would be appreciated.

A "png_get_copyright" function is available, for convenient use in "about" boxes and the like:

```
printf("%s",png_get_copyright(NULL));
```

Also, the PNG logo (in PNG format, of course) is supplied in the files "pngbar.png" and "pngbar.jpg (88x31) and "pngnow.png" (98x31).

Libpng is OSI Certified Open Source Software. OSI Certified Open Source is a certification mark of the Open Source Initiative.

Glenn Randers-Pehrson

glennrp at users.sourceforge.net

December 18, 2008

END OF TERMS AND CONDITIONS

# Kern_random

### The following component is licensed under kern_random license:

Kern_random Copyright Theodore Ts'o, 1994, 1995. All rights reserved.

### Kern-random License

.\" This code is derived from software contributed to Berkeley by Chris Torek. Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

.\" 1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

.\" 2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

.\" 3. All advertising materials mentioning features or use of this software must display the following acknowledgement:

.\"This product includes software developed by the University of California, Berkeley and its contributors.

.\" 4. Neither the name of the University nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

.\"

.\" THIS SOFTWARE IS PROVIDED BY THE REGENTS AND CONTRIBUTORS ``AS IS'' AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE REGENTS OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

.\"

END OF TERMS AND CONDITIONS

# Wchar functions

### The following component is licensed under wchar functions license:

Wchar functions

### Wchar functions License

.\" Copyright (c) 1990, 1991, 1993

.\"The Regents of the University of California. All rights reserved.

.\"

Copyright (c) <YEAR>, <OWNER>

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.

Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.

Neither the name of the <ORGANIZATION> nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE

END OF TERMS AND CONDITIONS

# Libjpeg

### The following component is licensed under libjpeg license:

Libjpeg

### Libpeg License

This software is copyright (C) 1991-1998, Thomas G. Lane. All Rights Reserved except as specified below.

Permission is hereby granted to use, copy, modify, and distribute this software (or portions thereof) for any purpose, without fee, subject to these conditions:

(1) If any part of the source code for this software is distributed, then this README file must be included, with this copyright and no-warranty notice unaltered; and any additions, deletions, or changes to the original files must be clearly indicated in accompanying documentation.

(2) If only executable code is distributed, then the accompanying documentation must state that "this software is based in part on the work of the Independent JPEG Group".

(3) Permission for use of this software is granted only if the user accepts full responsibility for any undesirable consequences; the authors accept NO LIABILITY for damages of any kind.

These conditions apply to any software derived from or based on the IJG code, not just to the unmodified library. If you use our work, you ought to acknowledge us.

Permission is NOT granted for the use of any IJG author's name or company name in advertising or publicity relating to this software or products derived from it. This software may be referred to only as "the Independent JPEG Group's software".

We specifically permit and encourage the use of this software as the basis of commercial products, provided that all warranty or liability claims are assumed by the product vendor.

END OF TERMS AND CONDITIONS

# T-Rex

## The following component is licensed under the T-Rex license:

T-Rex

## T-Rex License

Copyright (C) 2003-2004 Alberto Demichelis

This software is provided 'as-is', without any express or implied warranty. In no event will the authors be held liable for any damages arising from the use of this software.

Permission is granted to anyone to use this software for any purpose, including commercial applications, and to alter it and redistribute it freely, subject to the following restrictions:

1. The origin of this software must not be misrepresented;you must not claim that you wrote the original software.If you use this software in a product, an acknowledgment in the product documentation would be appreciated but is not required.

2. Altered source versions must be plainly marked as such, and must not be misrepresented as being the original software.

3. This notice may not be removed or altered from any source distribution.

END OF TERMS AND CONDITIONS

# Glossary

| | |
|---|---|
| **3-way Call** | The 3-way Call feature joins two calls on your IP Deskphone into one 3-way call. You and two other callers can speak together. |
| **Alphanumeric Dialing** | Alphanumeric dialing refers to the spelling of names or words by entering alphabetic characters collocated with the numbers on the numeric dialpad of your Avaya 1165E IP Deskphone. |
| **Call Decline** | This is a feature that you can use to decline a call, which includes an option to send a reason for declining the call. |
| **Call Forward** | Call Forward is a feature that you can use to transfer incoming calls to a predefined telephone number or SIP address. |
| **Call Server** | This is the equipment operated by your service provider that manages the calls to and from your IP Deskphone. |
| **Call Subject** | Call Subject is a feature that you can use to send a message to the person you are contacting as they are receiving the call from you. A Call Subject is displayed on the IP Deskphone display screen if the receiving telephone has a display screen and is capable of displaying Call Subjects. |
| **Category 5 (Cat5)** | This is a cable and its associated connecting hardware capable of transmitting at speeds up to 100 MHz used by 10BaseT, 100BaseT4, and100BaseTX. |
| **Category 5e (Cat5e)** | Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Normally, Cat5e cable has four pairs of copper wire. |
| **Category 6 (Cat6)** | This is a cable and its associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (GigE), this cable is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. Normally, this cable normally has four pairs of copper wire. |

| | |
|---|---|
| **Copy key** | This is a fixed key used to copy entries to your Address Book, Speed Dial Key, Send IM Key, and Call Forward key. |
| **Date/Time display** | The IP Deskphone shows the current date and time when the telephone is in an idle state. |
| **Directory Number (DN)** | This is a telephone number you enter to initiate a call; for example, (555) 555-5555. |
| **Domain** | This is the IP address to which the IP Deskphone connects when you log on. |
| **Do Not Disturb** | This is a feature you activate to block all incoming calls. |
| **Enter key** | The center key of the Navigation Cluster key which is used to select menu items and to confirm changes. The Enter key duplicates the function of the context-sensitive soft keys Select, and Set. |
| **Expansion Module** | The Expansion Module is a hardware accessory that connects to the IP Deskphone and provides additional line appearances and feature keys. A maximum of three modules are supported. The Avaya 1165E IP Deskphone can have up to 54 additional line/ feature keys with three Expansion Modules. |
| **Feature Status Indicator** | This refers to an LCD or an LED signal that indicates a data message, contact, or feature status by a flash, wink, steady on, or off. |
| **Fixed keys** | Fixed keys are the hard-labeled keys of the IP Deskphone that have a specific function. |
| **Goodbye key** | This is the fixed key used to end an active call or exit an active menu. |
| **Handsfree key** | This is the fixed key used to activate Handsfree functionality. |
| **Hold key** | This is the fixed key used to place an active call on hold. |
| **IM (Instant Message)** | You can use IMs to send a text message to a specific user. The user must be logged on to receive the IM. |

| | |
|---|---|
| **Indicator** | This is an LCD or an LED signal that indicates the status of a feature by the flash, blink, steady on, or off. |
| **Message/Inbox** | This is a fixed key on your IP Deskphone that connects to your Call Inbox. |
| **Multiple Appearance Directory Number (MADN)** | When multiple phones are configured with a MADN Single Call Appearance (SCA), they appear as a single Directory Number (DN). |
| **Mute** | This is a fixed key used to listen to a call without transmitting. |
| **Navigation keys** | These are keys used to scroll through menus and lists that appear on the LCD display screen. |
| **Off-Hook** | The term off-hook is applied when (a) the user lifts up the handset, (b) the user presses a line key, (c) the call is automatically answered at the telephone, or (d) a line is automatically selected for an outgoing call. |
| **Parked Call** | This is an active call you park on the server or to another user that can be retrieved from another phone. |
| **Presence** | This is a feature that you can use to set a presence state to be displayed to other users. |
| **Quit key** | This is a fixed key you use to exit an active menu. |
| **Ringback/ring tone** | This is a sound indicating that a call you make is ringing at its destination. |
| **Shift/Outbox** | This is a fixed key you can use to connect to your Call Outbox. |
| **Session Initiation Protocol (SIP)** | Session Initiation Protocol is an telephony signaling protocol for initiating interactive communication sessions between users. |
| **SIP Address** | This is an IP address that is assigned to a user, such as bob@ABC123.com that is used to send instant messages (IMs) and to initiate calls. |

| | |
|---|---|
| **Soft keys, context-sensitive** | This is a set of four programmed keys directly beneath the display area. You use these keys to access and select menu items. The key names change depending on the state of the display screen. |
| **Speed Dial** | A user-defined feature key that you press to dial a pre-programmed SIP address or telephone number. |
| **User interface** | This consists of screen displays that interact with the end user as a result of an action or event. |
| **User Profile** | Your User Profile contains your specific settings and saved data and becomes available when you log on to the IP Deskphone. |
| **Visual Alerter/ Message Waiting Indicator** | This is an LCD or an LED signal that flashes to indicate that a message is waiting or when the ringer is ringing. |

# Index

## Numerics

3-way calling .......... 159

## A

Accessing Instant Messages .......... 146
Accessing the calls in your Call Inbox during a call .. 133
Accessing the calls in your Call Outbox during a call 139
Accessing the Services menu .......... 230
Account selection, multiuser .......... 228
Ad hoc conferencing when connecting to the Call Server .......... 161
add a new contact to your Address Book .......... 255
Add a new group to Address Book .......... 258
Adding a contact to Address Book .......... 113
Adding a new Presence state message .......... 204
Additional logins, multiuser .......... 214
Address Book, add a new contact .......... 255
Address Book, adding a contact to .......... 113
Address Book, call from the .......... 112
Address Book, copying information to .......... 117
Address Book, editing a contact in .......... 115
Address Book, view the existing groups .......... 254
Address Book, viewing .......... 111
Address books, multiuser .......... 224
Advanced features .......... 229
animated slideshow .......... 242
Answer-Mode Settings .......... 210
Audio Codec Ordering .......... 209
Audio Codec Selection .......... 209
Audio Codecs .......... 208
Auto-Retrieve flag .......... 260
Automatic login, multiuser .......... 214
Automatic remote software updates .......... 211
Autoprogram feature keys .......... 192

## B

Background image .......... 248
Being in a call, multiuser .......... 220
Bulk-create feature keys based on an existing directory Address Book group .......... 251
Bulk, Remove all programmed feature keys by using the Bulk context-sensitive soft key .......... 192
Bulk, Remove individual programmed feature keys by using the Bulk context-sensitive soft key .......... 192
Busy Lamp Field feature .......... 212

## C

Cable unplugged, multiuser .......... 216
Call Decline Reason, create and add .......... 106
Call Decline Reason, delete .......... 107
Call Decline Reason, edit .......... 108
Call Decline Reason, new .......... 106
Call Decline Reasons, managing .......... 106
Call Forward reminder signal .......... 197
Call Forward, activate .......... 197
Call Forward, deactivate .......... 197
Call Forward, using .......... 197
Call Forwarding, multiuser .......... 225
call from the Address Book .......... 112
Call Inbox .......... 125
Call Inbox, Accessing the calls during a call .......... 133
Call Inbox, deleting calls .......... 132
Call notification options, multiuser .......... 222
Call notification options, per-account, multiuser .......... 222
Call Outbox .......... 135
Call Outbox, accessing the calls during a call .......... 139
Call Outbox, deleting calls from .......... 137
Call Outbox, initiating a call from .......... 136
Call Outbox, managing calls while not on a call .......... 136
Call Outbox, Viewing the details of a call in .......... 138
Call Park .......... 166
Call privacy, outgoing .......... 206
Call Subject, adding .......... 97
Call Subject, deleting .......... 98
Call Subject, editing .......... 99
Call Subjects, managing .......... 97
Call Subjects, using .......... 94
Call Waiting .......... 152
Call, using the active call context-sensitive soft key menu .......... 152
Checking for software updates .......... 230
Checking for updates .......... 230
Codec order .......... 209
Codec, selection .......... 209
Codecs, audio .......... 208
Composing an Instant Message .......... 144
Conference call, configuring .......... 160
Conferencing, ad hoc .......... 161
Configuring a conference call .......... 160
Configuring a Presence state .......... 202

Configuring Do Not Disturb .......................................200
Configuring IM audible alert .....................................143
Configuring IM automatic pop-up ............................. 141
Configuring Instant Messaging ................................. 141
Configuring Instant Messaging pop-ups ...................142
Configuring Privacy settings ....................................205
Configuring the Avaya 1165E IP Deskphone .............65
Confirmation logon screen ....................................... 60
Copy an image file from the USB drive into the IP Deskphone ............................................... 268
Copy key, creating a feature key using .................... 196
Copy the ring tone from the IP Deskphone to the USB drive ........................................................268
Copying information to the Address Book ................ 117
Create a new Call Decline Reason ...........................106
Creating a feature key using the Copy key ...............196
Customizable banner for login .................................240

D

Deactivate Call Forward .......................................... 197
Declining an incoming call ...................................... 104
incoming call, declining ..................................... 104
Delete a Call Decline Reason ..................................107
delete a user profile .................................................232
Delete Friend information ........................................ 174
delete user data files ............................................... 232
Deleting an Instant Message ...................................149
Deleting calls from your Call Outbox ........................ 137
Deleting calls in your Call Inbox ............................... 132
Display screen icons ................................................271
Do Not Disturb, configuring ..................................... 200
Do Not Disturb, disable ............................................200
Do Not Disturb, enable ............................................ 200

E

Edit a Call Decline Reason ......................................108
Edit Domain page ....................................................162
Editing a contact in Address Book ...........................115
Editing information of a friend ..................................174
End a call on hold ....................................................153
Erasing the user data .............................................. 232

F

Feature key autoprogramming ................................ 192
Feature key programming ....................................... 179
Feature key, remove programmed key .....................190
Feature keys ............................................................178
File manager ...........................................................261
File Manager ...........................................................268
File Manager, using ................................................ 268
Flash drive ..............................................................238
Friend, deleting information .....................................174
Friend, editing information .......................................174
Friends feature ........................................................ 171
Friends list .............................................................. 172

G

Goodbye/Release key ..............................................22
Group Support .........................................................251
Group, add a new group ..........................................258

H

handsfree calling ...................................................... 93
Handsfree key .......................................................... 22
Headset key ............................................................. 22
Hold ........................................................................ 153
Hold key ................................................................... 22
Hold, access a call on hold when multiple calls are on hold ...........................................................154
Hold, end a call on ...................................................153
Hold, make a call on hold the active cal .................. 154
Hold, Multiple calls on ..............................................154
Hold, place a call on ............................................... 153
Hold, retrieve a call on .............................................153
hookswitch ...............................................................22

I

Icons, display screen ...............................................271
Ignore an incoming call ............................................108
IM audible alert, configuring .................................... 143
IM automatic pop-up, configuring ............................ 141
IM Settings, multiuser ..............................................222
Image screen, selecting ...........................................249
Images, background ................................................248
Inbox, Outbox, IM log, multiuser ...............................224
Incoming call privacy ............................................... 205
incoming call, ignore ................................................108
incoming call, redirecting ......................................... 102
Initial login, multiuser ...............................................213
Initiating a call from an Instant Message .................. 148
Initiating a call from the Call Outbox .........................136
Initiating a call using the active call context-sensitive soft key menu .................................................... 152
Instant Message Inbox/Outbox ................................145
Instant Message, composing ...................................144
Instant Message, deleting .......................................149

Instant Message, initiating a call from ...................... 148
Instant Message, replying to ....................................147
Instant Message, viewing the content of .................. 147
Instant Messages, accessing .................................. 146
Instant Messages, multiuser ....................................221
Instant Messaging .................................................. 141
Instant Messaging pop-ups, configuring ...................142
Instant Messaging, configuring ................................141
intercom calls, receiving .......................................... 110
IP Deskphone information, viewing .......................... 229

K

Key press behavior ....................................................22

L

Line key ....................................................................22
Line keys, multiuser .................................................217
Location information ..................................................63
Logging off from the IP Deskphone ............................61
Logging out, multiuser ............................................. 215
logout, secondary account .......................................216

M

Making a call ........................................................... 91
Making a call using off-hook dialing .......................... 91
Making a call, multiuser ...........................................219
Making a new call .....................................................151
Managing Call Decline Reasons ............................. 106
Managing calls in the Call Outbox while not on a call 136
Menu features, multiuser .........................................221
Message Waiting Indicator ...................................... 273
missed calls .............................................................128
Modifying settings, multiuser ................................... 222
Multiple Appearance Directory Number ....................207
Multiple calls On Hold ..............................................154
Multiuser ..................................................................213
Multiuser, account selection .................................... 228
Multiuser, additional logins ...................................... 214
Multiuser, Address books ........................................ 224
Multiuser, automatic login, .......................................214
Multiuser, being in a call ..........................................220
Multiuser, cable unplugged ......................................216
Multiuser, Call Forwarding .......................................225
Multiuser, IM Settings ..............................................222
Multiuser, Inbox, Outbox, IM log ...............................224
Multiuser, initial login ............................................... 213
Multiuser, Instant Messages ....................................221
Multiuser, line keys ..................................................217
Multiuser, logging out .............................................. 215
Multiuser, making a call ...........................................219
Multiuser, menu features .........................................221
Multiuser, modifying settings ...................................222
Multiuser, notifications .............................................227
Multiuser, per-account call notification options .........222
Multiuser, Presence ................................................226
Multiuser, primary account logout ............................215
Multiuser, programmable keys ................................ 223
Multiuser, receiving a call ........................................ 220
Multiuser, remembering settings after logout ........... 223
Multiuser, secondary account logout ........................216
Multiuser, upgrade impacts to user profiles ..............217
Multiuser, user status .............................................. 225
Multiuser, Voice Mail Settings ................................. 222
Mute key ...................................................................22

N

Network menu ........................................................ 237
New call, making ..................................................... 151
Notifications, multiuser ........................................... 227

O

Outgoing call privacy .............................................. 206
Overwriting your personal Address Book ...................60

P

paging calls, receiving ............................................ 110
Park Call ..................................................................166
Parked Call, retrieving ............................................ 168
Password protection for domains ...............................53
PC Client softphone interworking with the IP
Deskphone ................................................ 209
Per-account call notification options, multiuser ........ 222
Phone Information - Details screen ......................... 240
Placing a call on Hold ..............................................153
Presence state messages, adding new ....................204
Presence state, configuring .....................................202
Presence, multiuser .................................................226
Primary account logout, Multiuser ........................... 215
Privacy settings, configuring ....................................205
Privacy, incoming call ..............................................205
Privacy, outgoing call ...............................................206
Programmable keys, multiuser ................................ 223
Programmed feature key, remove ........................... 190

**R**

Receiving a call ........ 101
Receiving a call, multiuser ........ 220
Receiving intercom calls ........ 110
Receiving paging calls ........ 110
reconnecting, with multiple logins ........ 216
Redirecting an incoming call ........ 102
Release a call on hold ........ 153
Remembering settings after logout. multiuser ........ 223
Remote software updates ........ 211
Remove a programmed feature key ........ 190
Remove all programmed feature keys by using the Bulk context-sensitive soft key ........ 192
Remove individual programmed feature keys by using the Bulk context-sensitive soft key ........ 192
Replying to an Instant Message ........ 147
Resetting the IP Deskphone ........ 231
Retrieve a call on hold ........ 153
Retrieving a Parked Call ........ 168
Ring tone, Copying the ring tone from the IP Deskphone to the USB drive ........ 268
Root screen ........ 261

**S**

Screensaver/screen lock ........ 242
Secondary account logout, multiuser ........ 216
Select Device screen ........ 261
Select User screen ........ 216
Selecting a location ........ 58
Selecting an image screen ........ 249
Server failover, multiuser ........ 216
Service Package Group Support ........ 251
Services, menu, accessing ........ 230
slideshow, animated ........ 242
Software updates, checking for ........ 230
Speed Dial List ........ 258
Speed Dial List screen ........ 260

**T**

Third party terms ........ 275
Timed logoff while on a call ........ 58
Transferring a call ........ 164

**U**

Updates, checking for ........ 230
Upgrade impacts to user profiles, multiuser ........ 217
USB flash drive ........ 238
USB flash memory device support ........ 261
USB scenarios ........ 268
User data, erasing ........ 232
User status, multiuser ........ 225
Using 3-way calling ........ 159
Using Call Forward ........ 197
Using the Friends feature ........ 171
Using the Park Call feature ........ 166

**V**

View existing groups in your Address Book ........ 253
View existing groups in your Address Book if you selected Groups ........ 253
View the existing groups in your Address Book ........ 254
Viewing the Address Book ........ 111
Viewing the content of an Instant Message ........ 147
Viewing the details of a call in the Call Outbox ........ 138
Viewing the IP Deskphone information ........ 229
Visual Alerter ........ 273
Voice Mail Settings, multiuser ........ 222

**W**

While on an active call ........ 151